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ABSTRACT

Resulting from the Association of Research Libraries' (ARL) 1975 survey on user services, this kit presents documentation on and discusses developments in physical access services--services which facilitate the actual delivery of information sources to the user--including circulation, interlibrary loan, book delivery, and new media services. As research libraries' collections have grown, users have found it increasingly difficult to locate the actual information resources they need. The growing complexity of research libraries, the recognition of various obstacles to user access, and users' expectations for timely access to information resources have combined to generate an increased concern for efficient modes of providing physical access to library materials. In addition, wider library participation in cooperative programs and the expanded scope of automated bibliographic retrieval systems provide new opportunities for improving physical access services. Development of these services in the recent past generally reflects greater control and knowledge of the status of holdings, more cooperation and interdependency among libraries in providing access, and effective utilization of computer capabilities. Prepared in 1976 and updated in 1978, this kit contains 18 documents: 5 on external user policies, 6 on interlibrary loan systems, 3 on book delivery systems, 2 on media/microform services, 1 on services for handicapped users, and 1 on obstacles to physical access. (THC)

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Physical Access

Kit 27

UPDATED 1978

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spec flyer June, 1976 No. 27 OMS
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PHYSICAL ACCESS IN ARL LIBRARIES

ISSN 0160 3574

In November 1975, SPEC conducted its User Services Survey to determine ways ARL Libraries have measured user needs and developed and implemented new services to respond to these needs in a period of continued growth of published information and reduced library buying power. The Survey has resulted in Kits and Flyers on user surveys, statistical studies, and bibliographic access services. This Flyer discusses developments in physical access services -- services which facilitate the actual delivery of information sources to the user -- including circulation, interlibrary loan, book delivery and new media services.

Traditionally, research libraries have allocated large portions of their human and financial resources to the development of collections and the bibliographic tools needed to control these collections. However, as research libraries' collections have grown, users have found it increasingly difficult to locate the actual information resources they need. The growing complexity of research libraries, the recognition of various obstacles to user access, and users' expectations for timely access to information resources have combined to generate an increased concern for efficient modes of providing physical access to library materials. In addition, wider participation in cooperative programs and the expanded scope of automated bibliographic retrieval systems provide fresh opportunities for improving physical access services. Development of these services in the past five years generally reflect greater control and knowledge of the status of holdings, more cooperation and interdependency among libraries in providing access, and effective utilization of computer capabilities.

Circulation Services -- Circulation departments have traditionally offered a number of services facilitating physical access -- primarily efficient execution of borrowing and discharging activities, but also manual systems for recalling and reserving materials. Use of automated circulation systems in some ARL libraries has greatly enhanced these services. Some of the systems have been selected from a variety of commercially packaged systems offering both hardware and software; others have been designed specifically for a particular library or designed by and linked to the university's data processing center. Administrators have based their choice of systems on economic considerations, the library's needs and use patterns, and the compatability and flexibility of other systems in the library and the considered systems. The systems' capabilities have provided other criteria for selection. For example, many systems can be programmed to perform the more individualized services for patrons such as the search, recall, hold, and reserve operations. Some systems also offer public access to the circulation terminal to retrieve location and status information, saving patrons from stack searching for unavailable materials. Other programs streamline billing, bookkeeping, and statistical maintenance activities, and produce automatic due-date, overdue, recall and hold notices. Frequently, the automation of circulation systems has resulted in the redistribution of staff and responsibilities and changes in circulation policy.

Another major circulation concern centers around libraries' responsibilities for extending use and borrowing privileges to noncampus users, such as external scholars, commercial firms, and other libraries. Policies concerning noncampus users and use charges are frequently influenced by a library's ability to meet its own patrons' needs and by state laws. A third concern

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involves the effective utilization of circulation statistical data, especially in formulating collection development, circulation and use policies. (See Flyer and Kit No. 25 on Users Statistics and Studies.)

Interlibrary Loan Services -- Once primarily an informal courtesy service to meet the special needs of faculty and scholars, interlibrary loan has developed as a major physical access service for a broader range of library users. For large research libraries, frequently operating as both national and local resources, interlibrary loan has served to relieve each library's pressure to meet the needs of all patrons through local collections. The increasing dimension of the exchange of materials between libraries, however, has created other considerations, such as the need for more efficient and less costly interlibrary loan service and more equitable distribution of lending burdens. Some library networks and consortia have responded to these considerations by initiating reciprocal library use and borrowing privileges to expand users' direct access and to reduce dependency on interlibrary loan. Many of these organizations also coordinate publication of directories and union catalogs. They may serve as interlibrary loan clearinghouses to establish hierarchies for location and borrowing of materials, and to reimburse libraries for lending costs. Expanded use of TWX and the telephone have sped the communications process and use of computer networks as ILL communications systems is being investigated. Finally, some large research libraries have initiated ILL fees.

Book and Journal Delivery Services -- A few institutions have implemented book delivery services, particularly for faculty, advanced students, and handicapped patrons. This service may include bibliographic searching, source location, copying, and delivery of the requested material to either a more convenient location or directly to the requesting patron. Delivery is usually via campus mail or the library's own delivery system. Twenty-four hour answering services and automated circulation terminals are also being used to further expedite service in at least one library. Studies completed at ARL libraries indicate that university faculty welcome delivery services as time-saving and of financial benefit to the university.

Newer Media Services -- Developments in instructional technology have provided incentives for libraries to develop versatile information resources. As joint efforts, academic departments and libraries have designed new media services and programs, including computer-assisted instruction and video and audio cassette instruction. One institution has developed a television news archives; others have developed oral history collections. These expanding media collections have required the establishment of special centers, environmentally suited for audio visual facilities with equipment for both individual and group use of media. Also of concern to research libraries is the management, maintenance and delivery of information in microform. Current concerns range from those related to bibliographic control to the need for comfortable microform reading areas and portable readers for loan. A final area of concern is the delivery of information to the blind and physically handicapped. Some libraries, frequently in cooperation with another campus department or through a special grant, have established centers making available special equipment such as braille typewriters and opticons.

Future Needs and Considerations -- A number of factors are influencing and will continue to influence the development of physical access services. Patrons' demands for prompt, convenient access to information will continue while stable or reduced acquisitions budgets limit what will be purchased and stored locally. Physical access will depend more on interlibrary loan programs and new resources such as a possible national lending library. National and regional programs are being investigated to equalize the burden of interlibrary loan among libraries, to standardize policy and to evaluate existing activities. Acquisition, circulation, reserve book, search, storage, paging, and delivery policies are being re-examined in many libraries to facilitate access for each patron. And libraries are continuing to promote greater acceptance of audio visual material and microforms by staff, faculty and students.

The SPEC Kit on Physical Access, updated in July 1978, contains 18 documents totaling 106 pages, covering the following topics: External User Policies, Interlibrary Loan Systems, Book Delivery Systems, Media/Microform Services, Services for Handicapped. It is available to ARL Members and SPEC Subscribers at $7.50 and to others at $15.00 from Association of Research Libraries, Office of Management Studies, 1527 New Hampshire Ave., N.W., Washington, D. C., 20036.

OMS
OFFICE OF MANAGEMENT STUDIES
ASSOCIATION OF RESEARCH LIBRARIES 1527 New Hampshire Avenue, N.W., Washington, D.C. 20036 • (202) 232-8656

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SPEC KIT EVALUATION

The materials in this Kit were collected from a survey of the member libraries of the Association of Research Libraries. They were selected for inclusion here because they are among the best examples received of current management practices in academic and research libraries.

These documents are working tools developed by individual libraries to meet their specific purposes. The materials are not intended to provide models or prototype systems that can simply be copied by other libraries. Instead, these illustrations should stimulate further innovation and improvement in the management practices of academic and research libraries.

We will appreciate your evaluation of this Kit.

* * *

Subject of Kit _____

How useful did you find this SPEC Flyer and Kit?

Very much _____

Quite a bit _____

Somewhat _____

Not at all _____

How did you use these materials?

What changes in format or content would improve this service's usefulness to your library?

What topics would you like to see covered in the future?

Date _____

Your Name _____

Institution _____

Address _____

_____

ZIP _____

(Fold, staple, stamp, and mail)

STAMP
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1527 New Hampshire Avenue, N.W.
Washington, D. C. 20036

PHYSICAL ACCESS

KIT #27 - JUNE 1976

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* Updated information June 1978

- Information on automated circulation services, as discussed in the accompanying flyer, can be found in Kit/Flyer 43 (April 1978) - Automated Circulation Systems.
- Information on Media Services can be found in Kit/Flyer 33 (May 1977) - Integration of Nonprint Media.

The Libraries
Massachusetts Institute of Technology
Cambridge, Massachusetts, 02139

Office of the Director
Room 14S-216

M.I.T. LIBRARIES

MEMBERSHIP PLAN FOR INDUSTRY

The M.I.T. Libraries, in accordance with the Institute's traditional policy of fostering scientific research in the community and the nation, wish to make their facilities available to serious researchers from outside M.I.T. However, the rapid growth of research and the literature of both the physical and social sciences continues to accelerate the cost of maintaining a first-class library in terms of books, journals, space and staff.

Over the years there have been gathered together in the Libraries of the Massachusetts Institute of Technology some of the finest collections in the world for the fields in which instruction and research are carried on at the Institute.

The M.I.T. Libraries Membership Plan for Industry provides a cooperative arrangement between its members and the M.I.T. Libraries; use of facilities is extended in return for the payment of a fee. In this way non-M.I.T. users help meet the costs of the services they receive.

The annual fee is $750. It entitles the member company to ten Library Privilege Cards issued in the names of individuals authorized by the Contact Officer of the company, typically the Librarian. The Contact Officer will have ultimate responsibility for the return of all materials borrowed.

A Library Privilege Card entitles the holder to one year's borrowing privileges, excluding journals and theses, and room use of all M.I.T. Libraries except the Student Center Library.

(continued)

M.I.T. LIBRARIES MEMBERSHIP PLAN FOR INDUSTRY

Services to Members of the Plan

Access is provided to all libraries and reading rooms in the M..I.T. Libraries system (excluding the Student Center Library). This includes room use of books, journals, reports, theses, indexes, and reference materials.*

Privilege Card holders may borrow books (excluding journals and theses) in accordance with usual regulations.

Information and reference service is available in divisional and branch libraries, from 9 to 5 during the week. Telephone information service is also available, but generally restricted to quick question answer service.

Free interlibrary loan service is available; telephone requests are accepted from members providing messenger service. All loans are subject to the American Library Association Interlibrary Loan Code. Calls should be directed to 253-5682.

The Microreproduction Laboratory (Room 14-0551, telephone 253-5668) offers complete facilities for microfilming and making enlarged paper prints of library materials. Rapid copying machines are available in most of the libraries.

The NASIC Search Service, located in Room 14SM-48, offers bibliographic searching through remote access terminals. This is a fee-for-service retrieval system, providing access to a number of computer-based indexes in science, engineering, management, and social sciences. Literature searches are conducted by information specialists and may be arranged through the NASIC Office (Room 14SM-48, telephone 253-7746).

Further inquiries about library services may be directed to the Office of the Assistant Director for Public Services, Room 14S-216, telephone 253-5653.

* There are a limited number of commercial reference services which, because of contractual agreements between the publishers and M.I.T., must be limited to educational use by M.I.T. faculty and students only.

M.I.T. LIBRARIES MEMBERSHIP PLAN FOR INDUSTRY

APPLICATION FOR MEMBERSHIP

Company _____

Address _____

Name and Title of Contact Officer _____

Telephone _____ Ext. _____ Date _____

☐ Enclosed check for $750 for one year's membership.

☐ Bill the company for $750 for one year's membership.

(Make checks payable to: Massachusetts Institute of Technology)

Send this form to the Assistant Director for Public Services, Room 14S-216, Massachusetts Institute of Technology, Cambridge, Massachusetts 02139.

Tulane University
1975-76

HIGH SCHOOL STUDENTS' USE OF TULANE UNIVERSITY LIBRARY

1975 - 1976

Terms of agreement:

1. In general, the Tulane University Library will serve as a back-up for high school libraries but not as a substitute for them. High school students will be welcome to use those materials in the Tulane University Library which are not available in their high school libraries.

2. Each high school student coming to use the Tulane University Library will, on each visit, bring a signed note from his or her school librarian (or teacher or principal) specifying the particular book or books which are needed and verifying that said book or books are not available in the school's library.

3. The high school students' use of books and other materials will be in-building use only: materials will not be checked out on loan to the high school students.

4. Microforms will not be used by high school students.

5. High school teachers will not make assignments requiring use of the Tulane University Library by entire classes or groups without prior arrangements approved by the Tulane Library Director.

6. The Tulane University Library will be closed to high school students before and during Tulane final examination periods: December 10 - 23, 1975 and April 28 - May 11, 1976.

7. Any unusual needs on the part of high school students will be brought to the attention of the Tulane Library Director by the principal concerned, and every effort will be made to meet the needs in the interests of promoting sound scholarship and true learning.

Agreement signed by: _____

Title: _____

Name of School: _____

Date: _____

For Tulane University Library: _____
John B. Cribbin, Library Director

Date: _____

THE NEW YORK PUBLIC LIBRARY

The Research Libraries

December 23, 1970

TECHNICAL MEMORANDUM No. 20

Access to the collections of The Research Libraries by readers under eighteen years of age; referrals to units of The Branch Libraries

1.0 GENERAL STATEMENT

It is the policy of The Research Libraries to admit readers who are eighteen years of age or over. This memorandum has been developed in order to establish the conditions and procedures whereby readers who are under eighteen may be admitted and to outline the procedure for referring readers, when necessary, to units of The Branch Libraries including the Mid-Manhattan Library. It is hoped that these procedures will guarantee access to research materials within The New York Public Library appropriate to the needs of the reader regardless of age distinctions.

2.0 REFERRALS FROM UNITS OF THE MID-MANHATTAN LIBRARY TO UNITS OF THE RESEARCH LIBRARIES LOCATED IN THE CENTRAL BUILDING

When a reader's research project is of such a specialized or advanced nature that the information sources of the Mid-Manhattan Library are inadequate, he will be issued a one-week pass to the general research collections of The Research Libraries located in the Central Building. This pass will be honored in all public service units with the exception of the Special Collections. It will include the following information:

1. Date the pass is issued.

2. Reader's name - to be verified from acceptable identification at the time the pass is issued.

3. A statement that the pass is valid for access to the general collections of The Research Libraries for a pe.. od of one week.

4. A statement that if a renewal of the pass is necessary application must be made in the Administrative Office of The Research Libraries which is open Monday through Friday, 9 to 5.

5. The expiration date of the pass (one week from date of issue).

6. A statement that the pass is not transferable and not valid for access to the Special Collections.

The pass may be issued by the librarian in charge of the unit at the time, or by the appropriate subject specialist. However, a referral will not be made unless satisfactory evidence is provided by the reader that sufficient preliminary investigation has been done to clearly define the subject of his research including whenever possible references to particular publications. Care will be taken to inform the reader that while materials on a given subject may be available in the research collections, much of it may be in languages other than English. The librarian making a referral should also seek to point out that use of the research collections demands overall competence and skill in search techniques including use of bibliographies, indexes and card catalogs. It should also be pointed out that because of the size and complexity of the collections, more time must be allowed to complete a research project than would be necessary if the reader were using a smaller collection. The librarians should exercise care in referring readers to the correct unit of The Research Libraries, and if there is any doubt as to where material may be located, he should seek to ascertain this information by telephoning the unit before directing the reader.

3.0 REFERRALS FROM UNITS OF THE MID-MANHATTAN LIBRARY TO THE ANNEX DIVISION OF THE RESEARCH LIBRARIES

No reader, regardless of age, should be referred directly to the Annex Division of The Research Libraries. Readers should be directed to the Information Desk in the General Research and Humanities Division (Room 315 of the Central Building) in order to complete call slips for Annex material.

4.0 REFERRALS FROM UNITS OF THE MID-MANHATTAN LIBRARY TO THE RESEARCH LIBRARY OF THE PERFORMING ARTS (MUSIC, THEATRE AND DANCE COLLECTIONS)

No readers, regardless of age, should be referred from a unit of the Mid--Manhattan Library to a unit of The Research Library of the Performing Arts. Readers doing research in the performing arts should be directed to the General Library of the Performing Arts.

TECHNICAL MEMORANDUM No. 20 December 23, 1970

5.0 REFERRALS FROM THE GENERAL LIBRARY OF THE PERFORMING ARTS TO UNITS OF THE RESEARCH LIBRARY OF THE PERFORMING ARTS

Readers who are under the age of eighteen and whose research needs are of such a specialized or advanced nature that the information sources of the General Library of the Performing Arts are insufficient, may be issued a pass to a unit of The Research Library of the Performing Arts. Any librarian on duty at a reference desk in the General Library may issue the pass. It will include the information and conditions as outlined in section 2.0 above, except for item 4, which shall direct readers seeking renewals to the Adminintrative Office of The Research Library of the Performing Arts.

6.0 REFERRALS FROM UNITS OF THE RESEARCH LIBRARIES TO UNITS OF THE BRANCH LIBRARIES

A reader who is under eighteen and who does not have a pass to the general collections of The Research Libraries should be referred to units of the Mid-Manhattan Library or the General Library of the Performing Arts, as appropriate. If the reader has expressed a need for materials on a specific subject which the librarian knows to be included in the collections of the Mid-Manhattan Library or the General Library, he should be directed to one of those units. Readers who do not have a clearly defined subject of research and readers who wish to secure materials on popular subjects ("how to" books, fiction, sports and recreation, biographies of popular figures, etc.) should be referred to the Nathan Straus Young Adult Collection at the Donnell Library Center.

James W. Henderson
Chief of The Research Libraries

JPB:mk

006

The New York Public Library

Astor, Lenox and Tilden Foundations

Mid-Manhattan Library

DATE_____

NAME_____

SCHOOL OR BUSINESS_____

The bearer is under the age of eighteen and his research needs cannot be met at present by the Mid-Manhattan Library. It is requested, therefore, that he be given access to the general collections of The Research Libraries.

SUBJECT OF RESEARCH_____

_____

OTHER_____

THIS PASS IS VALID FOR A PERIOD OF ONE WEEK AND EXPIRES

ON _____

If a renewal of this pass is desired, application should be made in the Administrative Office of The Research Libraries located in the Central Building, Room 214. Hours: Mon., Tues., Wed., Fri., Sat., 10 - 6. THIS OFFICE IS CLOSED THURSDAYS AND SUNDAYS.

This card is limited to the use of the person to whom it is issued. The holder is subject to the rules and regulations of The Research Libraries and of the appropriate Division.

THIS PASS IS NOT VALID FOR ACCESS TO MATERIALS IN THE SPECIAL COLLECTIONS OF THE RESEARCH LIBRARIES.

_____
Librarian-in-charge

_____
Department, Mid-Manhattan Library

007

THE NEW YORK PUBLIC LIBRARY

The Research Libraries

November 17, 1972

TECHNICAL MEMORANDUM No. 35

The Special Collections

1.0 The Special Collections of The Research Libraries include the Rare Book, Prints, and Manuscripts and Archives Divisions, the Berg Collection of English and American Literature, the Arents Collections on the history of tobacco and books in parts, and the Spencer Collection of illustrated books, illuminated manuscripts and fine bindings.

2.0 The Special Collections are under the general administrative supervision of the Chief of the Special Collections.

3.0 These collections are made up of rare and unique materials which have been collected and preserved for the use of qualified and experienced researchers and students engaged in graduate study. Many of these materials are fragile, and a large portion of them have come to the Library as gifts of benefactors. In safeguarding them, the Library fulfills a responsibility to their donors and to scholars qualified by experience to use them.

These collections do not constitute a laboratory where students may test their abilities to undertake research. The Library recommends that independent undergraduate courses of study not be given faculty approval until the accessibility of necessary source materials has been determined.

4.0 In recognition of the fact that the Special Collections constitute a repository of rare artifacts and archival materials which the general public may wish to view, the Library organizes exhibitions of these materials from time to time. Exhibitions may be viewed by all without restrictions of age or other qualifications. When materials are not on view, certain items in the repository collection may be seen on application to the Research Libraries Administrative Office.

5.0 Application to use the Special Collections may be made in the Research Libraries Administrative Office by completing Form 393h (attached). Upon review of the completed application form and presentation of

acceptable identification, a card of admission (attached) shall be issued by the Executive Officer or other designated member of the office staff.

5.1 Access shall be granted to those who meet the qualifications for advanced scholarship as described in Section 3.0 above. In addition, readers are expected to present evidence that preliminary bibliographical preparation and literature searching have been completed and that the materials being sought are directly relevant to their research.

5.2 Access shall be granted to undergraduate students and others who wish to consult the following classes of materials, on presentation of a completed call slip and traceable identification:

a. Rare Book Division material in the *KA classes (Bibliography).

b. Prints Division material in the MD classes (reference books about print making and print makers).

James W. Henderson
Andrew W. Mellon Director
of The Research Libraries

JWH:mk
Attachments (2)

THE RESEARCH LIBRARIES

December 1, 1975

TECHNICAL MEMORANDUM No. 38

On-Site Use of the Collections of
The Research Libraries Group

1.0 GENERAL STATEMENT AND POLICY

1.1 It is the purpose of this memorandum to outline the procedures whereby readers in the libraries of Columbia, Harvard and Yale Universities and The Research Libraries of The New York Public Library may share each other's resources by means of on-site visits. The on-site access policy of The Research Libraries Group as an entity is attached to this memorandum.

1.2 On-site access is desirable when there is a need to consult a large amount of material not available at the local library; when there is a need to use rare books or other materials not eligible for interlibrary loan; or when there is a need to do research in a subject not adequately covered locally.

2.0 ON-SITE USE OF THE RESEARCH LIBRARIES BY READERS FROM COLUMBIA, HARVARD AND YALE UNIVERSITIES

2.1 Policy

Although it is not strictly necessary, because The Research Libraries are committed to serve all qualified persons doing serious work, it has been agreed that readers coming from other RLG libraries will present university identification cards to stress the consortium affiliation and to ensure maximum service.

2.2 Procedure

2.2.1 It is expected that materials needed by RLG users have been checked in advance at the local source and that the identification card is valid.

2.2.2 Upon arrival at The Research Libraries, RLG users may go directly to the appropriate Division or to The Research Libraries Administrative Office for assistance if they are unable to locate collections.

2.2.3 RLG users, on the graduate level, who wish to use the Special Collections, shall apply for a card of admission at The Research Libraries Administrative Office.

2.2.4 RLG users engaged in extensive research may also apply at The Research Libraries Administrative Office for space in the Wertheim Study.

2.2.5 Users may not borrow directly from the collections of The Research

Libraries but may make arrangements for borrowing through their local interlibrary loan librarians.

2.2.6 RLG users who wish to have photocopies made immediately will be expected to apply to the Photographic Service and pay the usual fees as do members of the primary clientele of The Research Libraries. However, they are entitled to free photocopies of reasonable length by making arrangements through their local interlibrary loan librarians.

2.2.7 Stack access will not be permitted to RLG users.

2.2.8 Bibliographic problems relating to RLG users requests should be referred to the Cooperative Services Division.

3.0 ON-SITE USE OF THE COLUMBIA, HARVARD AND YALE UNIVERSITIES LIBRARIES BY READERS FROM THE RESEARCH LIBRARIES

3.1 Policy

Any adult reader, who in the opinion of a librarian is doing serious research and who cannot find needed materials in the collections of The Research Libraries, may request access to the libraries of Columbia, Harvard and/or Yale Universities. Librarians in public divisions should be alert to this service and suggest its use where appropriate.

3.2 Procedures

3.2.1 Those readers wishing to apply to an RLG courtesy card shall present their requests to a librarian in the Division in which they are working, who will check for bibliographic correctness.

(a) Requests for specific titles should be verified in the appropriate sources. In the case of runs of serials, holdings should be verified by the Cooperative Services Division, which will generate a TWX query to the holding library. In Divisions where verification tools are not available, readers should be encouraged to visit the General Research and Humanities Division and do their own verification. If such verification cannot be done, the Cooperative Services Division will verify the request within 24 hours.

(b) For subject requests and other non-specific materials, the Cooperative Services Division will check with the Bibliographic Center for the most appropriate holdings or with an individual library if there is an indication that its subject collections would be appropriate.

3.2.2 When verifications are done by the Cooperative Services Division and when availability of materials at holding libraries must be ascertained, requests for all materials (titles or subjects) will be entered on the worksheet now in general use in the public service divisions for RLG and other interlibrary loan transactions. The worksheets will be stamped to indicate that the request is for on-site access rather than for interlibrary loan.

3.2.3 Availability of materials requested will be ascertained by TWX queries to the holding library. Such requests must be delivered by hand to

the Cooperative Services Division where they will be batched and sent out twice a day (early morning and early afternoon). At the same time, requests to reserve materials for 5 days will be transmitted for those readers who designate the period of their visit. Availability reports should ordinarily be returned to the Cooperative Services Division by the holding library within 48 hours. Those readers who do not wish to wait for a confirming report, may of course visit the holding library at the risk of finding the material not available.

3.2.4 Those readers wishing to make use of the material at the holding library must apply for an RLG Courtesy Card in The Research Libraries Administrative Office. Cards will be issued if the reader has followed the above procedure.

3.2.5 Readers must be informed clearly that on-site access is for reference use only. They may not borrow directly from the host library nor may they apply for free photocopy while on site.

4.0 USE OF ACADEMIC LIBRARIES

4.1 Hours of opening for the RLG libraries are on file in The Research Libraries Administrative Office and in the divisions. It is important to check these schedules in every case because academic library hours vary considerably throughout the year.

4.2 The libraries of Columbia, Harvard and Yale do not provide paging service after 5 p.m. Monday through Friday, or on Saturday and Sunday. However, staff on duty during those periods will assist in the location of materials.

4.3 In some instances, a user may be granted stack privileges at the academic libraries. This courtesy should be requested through the Privilege Office in each institution.

James W. Henderson
Andrew W. Mellon Director
of The Research Libraries

JWH:rw

ATTACHMENT: RLG Access Code

November 5, 1975

RESEARCH LIBRARIES GROUP

On-Site Access Policy Statement

It is the fundamental principle of the Research Libraries Group that the combined collections should be available to all qualified constituents of member libraries under conditions of reciprocal access. Following are the general principles under which this access should take place.

1. IDENTIFICATION

1.1 Columbia, Harvard and Yale Universities issue ID cards which will serve to identify their clientele. Upon arrival at another institution, these users wil be directed to the local Library Privileges Office, where they will receive reading cards granting access to the appropriate collections for the necessary period of time.

1.1.1 Privileges Officers at each university library will maintain policy manuals identifying the various kinds of ID cards issued at RLG institutions and the privileges attached thereto. It will be the responsibility of each institution to provide the others with initial copies of policy manuals, as well as copies of all possible valid ID cards, and to maintain this information on a current basis. Each library will institute alternate procedures for helping RLG users who arrive during hours when the Privileges Office is not open.

1.2 Due to its unique position, The New York Public Library will issue a special RLG referral card to any individual engaged in a legitimate research project who wishes to work at one of the other three institutions. Those who arrive from NYPL without this referral card will be accorded only those privileges ordinarily granted to any adult user. Except for use of the special collections, users of the New York Public Library are not required to have reading cards or cards of admission.

2. PRIVILEGES

2.1 At Columbia, Harvard and Yale University Libraries, users from other RLG institutions will be accorded those privileges extended to local constituents of the same ID status. These privileges may differ from those granted at the home institution. The following exceptions to this general policy should be noted.

2.1.1 Stack access for visiting faculty and graduate students will be governed by the same policies which are applied to local faculty and graduate students. Stack access for visiting undergraduates will be at the option of each institution.

2.1.2 Regular borrowing privileges for use of material outside of the library are not possible at this time. For the present, materials may be borrowed only through the interlibrary loan process, or by the purchase of borrowing privileges.

2.1.3 Libraries will exercise local option concerning fees to be charged for borrowing materials for use outside the library building by visiting users. However, as faculty and graduate students will be admitted to the stacks under the same regulations governing local constituents of the same status, those libraries which now charge a separate stack access fee (Harvard and Yale) will adjust their fees to reflect this policy.

2.1.4 On rare occasions, librarians of closed reserve collections may have to refuse access by outsiders to those materials in especially heavy demand by local constituents.

2.2 The collections of the Research Libraries of The New York Public Library are non-circulating and stack access is not granted to the general public under any circumstances.

To avoid possible disappointment, it is strongly recommended that readers check on schedules and services available prior to their visit. Individuals seeking use of specific works are encouraged to verify the availability of the materials beforehand and to make use of the hold procedures when appropriate.

INTERLIBRARY LOAN POLICY:
UNIVERSITIES, COLLEGES, AND PUBLIC LIBRARIES
IOWA STATE UNIVERSITY LIBRARY
AMES, IOWA 50011

NUC code: IaAS
Phone: 515-294-3642
TWX: 910-520-1159

BOOKS:

Will lend circulating copy Yes
Loan period 2 weeks' use
Renewable 2 weeks if not needed at IaAS

PERIODICALS:

Will lend No

MASTERS' THESES:

Will lend Yes - U.S. & Canada
Loan period 2 weeks' use
Renewable 2 weeks if not needed at IaAS

PH.D. DISSERTATIONS:

Will lend Yes - those prior to July 1957 to U.S. & Canada; July 1957+ - available from University Microfilms
Loan period 2 weeks' use
Renewable 2 weeks if not needed at IaAS

MICROFORMS:

To libraries with proper reading equipment:

	Will Lend:	Loan Period:
cards	Yes	5 days' use
fiche	Yes	5 days' use
film	Yes	5 days' use

PHOTOCOPY SERVICE:

Per exposure charge $.10
Service charge per item $1.50
Automatic copy of article of 10 pages or less
Cost estimate charge None

MICROFILMING:

Service available Yes
Service charge $1.50
Charge per frame:
(1 page per exposure) $.04
(2 pages per exposure) $.05

BILLING PROCEDURE:

Invoice with material.
If formal billing through our business office is required, an additional $1.00 charge will be added.
Remittance may be made in cash, check, or by money order. No stamps will be accepted.

POSTAGE:

Charge None (except Air Mail and special delivery)

CHRISTMAS HOLIDAY SUSPENSION:

Out of State Dec. 15 - Dec. 30

INTERLIBRARY LOAN POLICY:
COMMERCIAL AND INDUSTRIAL ORGANIZATIONS
IOWA STATE UNIVERSITY LIBRARY
AMES, IOWA 50011

Updated

NUC code: IaAS
Phone: 515-294-3642
TWX: 910-520-1159

BOOKS:

Will lend circulating copy Yes
Service charge per title $3.00

Loan period 2 weeks' use
Renewable 2 weeks if not needed at IaAS

PERIODICALS:

Will lend No

MASTERS' THESES:

Will lend Yes - U.S. & Canada
Service charge per title $3.00
Loan period 2 weeks' use
Renewable 2 weeks if not needed at IaAs

PH.D. DISSERTATIONS:

Will lend Yes - those prior to July 1957 to U.S. & Canada; July 1957+ - available from University Microfilms
Service charge per title $3.00
Loan period 2 weeks' use
Renewable 2 weeks if not needed at IaAS

MICROFORMS:

To libraries with proper reading equipment:

	Will Lend:	Loan Period:
cards(per title)	Yes	5 days' use
fiche(per title)	Yes	5 days' use
film(per title)	Yes	5 days' use
Service charge	$3.00	

PHOTOCOPY SERVICE:

Per exposure charge $.25
Service charge per item $3.00
Automatic copy of article of 10 pages or less
Cost estimate charge None

MICROFILMING:

Service available Yes
Service charge $3.00
Charge per frame:
(1 page per exposure) $.04
(2 pages per exposure) $.05

BILLING PROCEDURE:

Invoice with material.
If formal billing through our business office is required, an additional $1.00 charge will be added.
Remittance may be made in cash, check, or by money order. No stamps will be accepted.

POSTAGE:

Service charge for first class postage $1.00
Service charge for special delivery $1.00 plus special delivery costs

CHRISTMAS HOLIDAY SUSPENSION:

Out of State Dec. 15 - Dec. 30

MEMORIAL LIBRARY
UNIVERSITY OF WISCONSIN

INTERLIBRARY LOAN DEPARTMENT POLICY

EFFECTIVE DATE: March 1, 1975

OCLC Code: GZM
NUC Code: WU

LOANS

PREFERRED ADDRESS: Interlibrary Loans
Memorial Library
University of Wisconsin
Madison, Wisconsin 53706

BOOKS:
- Will lend: X
- Will not lend:
- Length of loan: 2 weeks
- Renewable: Yes

PERIODICALS:
- Will lend:
- Will not lend: X
- Length of loan:
- Renewable:

DISSERTATIONS:
- Will lend: Those submitted between 1932 and July 1, 1955
- Length of loan: 2 weeks
- Renewable: Yes
- Will not lend: Those before 1932 nor those after July 1, 1955
- Microfilm available from:
  - Univ. Microfilms: Since July 1, 1955
  - Our University: Before July 1, 1955

MASTERS THESES:
- Will lend:
- Will not lend: X
- Length of loan:
- Renewable:

POSTAGE:
- Do charge: X
- Do not charge: Those libraries with which we have reciprocal agreements, unless air mail, special, etc.

REPRODUCTIONS

PREFERRED ADDRESS: Photoduplication Service
Memorial Library
University of Wisconsin
Madison, Wisconsin 53706

PHOTOCOPY SERVICE OUTSIDE WISCONSIN:
- Charge per exposure: 15¢
- Minimum xerox charge: $1.00
- Postage and handling charge: 50¢
- Searching fee per title: $1.50
- Automatic xerox of: 10 exposures or less

PHOTOCOPY SERVICE WITHIN WISCONSIN:
- Charge per exposure: 10¢
- Minimum xerox charge: $1.00
- Postage and handling charge: 50¢
- Automatic xerox of: 10 exposures or less

CATALOG CARDS FROM UW-MADISON CATALOGS:
(All patrons)
- Charge per exposure (6-up)
  - on paper: 15¢
  - on card stock: 18¢
- Minimum xerox charge: $1.50
- Postage and handling charge: 50¢
- Searching and filing fee: $1.50

MICROFILM SERVICE:
- Service available: A department of the university does our microfilming.
- Charge per exposure: 5¢ negative
- Postage and handling charge: $3.00 plus postage

BILLING POLICY:
- Invoiced with material: Xerox
- Invoiced later: Microfilm

Interlibrary Loan service is not suspended during Christmas vacation.

INTERLIBRARY LOAN

INSTITUTION: University of Pittsburgh

NAME OF LIBRARY: Hillman Library

ADDRESS: Forbes and Schenley Plaza
Pittsburgh, PA. 15260

PHONE: (412) 624-4439 TWX: 710-664-4263

INDIVIDUAL RESPONSIBLE FOR I.L.L.: Ingrid T. Glasco

BOOKS: Will lend most books with the exception of those in poor condition, sheet music, reference, rare books, and items from special collections.

PERIODICALS: Will not lend.

NONPRINT MATERIALS Will lend all microforms.

CONDITIONS OF LOAN: Two weeks length; will renew for one to two weeks. Charge of 30¢ postage to areas outside of Pennsylvania or if special delivery is requested.

LIBRARIES THAT MAY BORROW: Will lend to all types of libraries.

METHOD OF I.L.L. REQUEST: Will accept teletype and mail requests; will not receive telephone requests.

THE INFOPASS PROGRAM

The Illinois Regional Library Council initiated its Infopass Program as a pilot project in January 1973. It proved so successful that it was converted into a permanent Council program one year later. Since that time, Infopass has been adopted by a variety of library groups, including the Illinois Valley Library System, the Library Council of Metropolitan Milwaukee, the Tri-County Library Council in Kenosha, and has been considered for adoption by organizations as far away as Great Britain and West Germany.

The purpose of the Infopass Program is to improve access to information in the Council area. It is based on the premise that libraries are willing to translate their commitment to cooperation for improved access into action by opening their collections to persons outside their normal user community whose information needs would otherwise not be satisfied.

Every library in the Council area is invited to demonstrate its cooperative spirit by participating in the Infopass Program as a source library. Each Council member library has two potential roles in the Program -- as a referring library and as a source library.

As a referring library, your library would be able to refer your users to other participating libraries for information which you do not have either in your own library or which is not accessible through other cooperative agreements or networks. The mechanism for the referral is the Infopass (Information Passport) form. (See example on the following page).

As a source library, your library determines the services (e.g., in-library use of materials, limited borrowing, telephone assistance only, etc.) it can offer to persons outside its normal user community. This information is made available to all other Council members in LICCMA (*Libraries and Information Centers in the Chicago Metropolitan Area*).

The Infopass Program was introduced at meetings held throughout the Council area in 1972. Refinements suggested by members were incorporated into the program at that time. Since then, Infopass Update sessions have been held periodically to explain the program and monitor new developments. All significant changes are immediately published in the Council's monthly newsletter, *Multitype Library Cooperative News*. It is vital, therefore, that those persons issuing or receiving Infopasses check each newsletter for Infopass Program news.

INFOPASS REFERRAL PROCEDURES FOR REFERRING LIBRARIES

The procedures for making an Infopass referral are quite simple. It is important that they be followed carefully in order to insure that this Program can continue. Procedures for referring libraries are outlined below:

1. *Screen requests*: When you are faced with an information request, conduct an interview sufficient to determine the real nature of the information need and to determine whether the request is a valid Infopass request. Infopass has not been designed to provide study hall privileges nor access to trivial materials. It is meant to satisfy more serious information needs.

2. *Exhaust other resources*: Be sure that you do not have sufficient resources to satisfy the request either in your own library or through existing cooperative arrangements and networks before considering Infopass. If you find that the needed resources are either unavailable, or only available after such a delay or at such a distance as to make their use impractical, use Infopass.

3. *Locate resources*: Use all tools available to you to locate the needed resources--catalogs, union lists, and your own personal knowledge of area collections will be of help. The tool

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INFOPASS

INFOPASS USER: Present green and buff copies to source library.

Please present this form to:
Helene Curtis Industries, Inc.
Organization
TO Research & Development Library
Address
4401 W. North Avenue, Chicago 60639
City
ATTN: Bonnie Goeser
Infopass Librarian

Date of request: 5/18/78
Mark Doyle
Name
651 South Street
Address
Apple Creek 751-0360
City Phone
D176-9803-8679
Identification: Soc. Security/(Drivers License)/I.D. No./ etc.

ORIGINATING LIBRARY: Retain white copy for your files.

Originating library or information center
Apple Creek Public Library
Organization
FROM 61 Main Street
Address
Apple Creek, IL 60739
City
REFERRED BY: Mark Smith
Librarian's Signature

Subject or type of material requested:
new hair care products

Apple Creek Public Library will pay for up to 50 photocopies

One-time use x Extended use ____
(FOR USE BY SOURCE LIBRARY ONLY)
Services rendered: In-Library use x
Other Photocopied 10 pages @10¢/pg.
Comments:

Approximate time spent by librarian: 10 minutes
(Please use reverse side for additional comments.)

SOURCE LIBRARY: Complete services rendered portion of form. Retain green copy for your files. Return buff copy to the Council Office.

Please return to:

ILLINOIS REGIONAL LIBRARY COUNCIL
425 North Michigan Avenue
Chicago, Illinois 60611

Telephone: (312) 269-2993

SAMPLE OF COMPLETED INFOPASS

which was designed for helping to locate resources is the Council publication, *Libraries and Information Centers in the Chicago Metropolitan Area* (LICCMA). To ascertain the location of resources using LICCMA, first check under the general subject matter of the request in the LICCMA subject index. Although the subject index is based on Library of Congress subject headings, it may take several tries to locate the heading for the information you seek. Be imaginative and persistent. Once you have located the appropriate subject heading, note every library listed under it, and refer to the main entry for each of the listed libraries to obtain additional information about the scope of their respective collections. Some libraries have included the number of volumes held in given subject areas, others have described the scope of their collections in various subject areas by using the asterisk code keyed on page vi.

If you cannot locate the resources you seek, consider telephoning the Council office for assistance (828-0928). The staff may know of a library new to the Infopass Program which has just the material you need.

4. *Select Source Library*: On many occasions, LICCMA and/or your other resource location tools will identify more than one library holding the materials needed. In these cases, there is a definite order in which source libraries are to be approached. It is:

First: All publicly-supported libraries (i.e., public libraries and tax-supported libraries of school and junior college districts, of city colleges, state colleges, and universities, and of government agencies.

Second: All other Council-member libraries except the Northwestern University Libraries in Evanston and the Joseph Regenstein Library of the University of Chicago. Although most of the libraries included in this group are essentially private ones (generally in private businesses, schools, and other institutions) when you cannot locate the resources you seek in publicly-supported libraries, do not hesitate to approach these libraries. Remember, they have volunteered to participate in the Infopass Program and have spelled out the terms they are willing to follow in their LICCMA entries.

Third: The Northwestern University Libraries in Evanston and the Joseph Regenstein Library at the University of Chicago. These two major resources in our area have agreed to participate in the Infopass Program as *libraries of last resort*, to provide access to information not available elsewhere in the area. They do not receive reimbursement for this service.

5. *Consult LICCMA*: Regardless of which source(s) you have used to locate the needed resources, you will need to refer to LICCMA to ascertain if the source library you have decided upon participates in the Infopass Program, and if so, what services it provides to Infopass users, and the name and telephone number of the Infopass Contact person.

6. *Call Source Library*: With the exception of Northwestern University Libraries in Evanston and the Joseph Regenstein Library at the University of Chicago, a telephone call to the Infopass Contact of the Source Library is *required* before issuing an Infopass. The call is needed to confirm the willingness and ability of the source library to provide the resources and services sought. It also provides an opportunity to arrange an appointment, if required, and to obtain directions and parking instructions, if necessary.

Although Northwestern does not require a telephone call, it encourages referring librarians to call the Information Desk at 492-7658 to verify availability of specific titles before referring users to the library. Up to three titles will be checked per user.

021

The Joseph Regenstein Library of the University of Chicago, on the other hand, can not respond to telephone inquiries asking whether a specific title is in the Library and available for use at any given time.

7. *Complete Infopass*: The Infopass is a three-part carbonless form. The referring librarian is responsible for completing all but the lower right portion of the form. In the box at the upper left, print the information requested about the source library—its name, address, and the name of the Infopass Contact librarian with whom you spoke. Please be sure to print the source library's name in full. Abbreviations confuse users, the Council office, and even the source libraries.

In the box below on the lower left, print the information requested about your library—the referring library: name, address (again, no abbreviations, please). Below, sign your name! *An Infopass which is not signed by the referring librarian need not be honored.*

In the box at the upper right, print the date, and the information requested about the user being referred: his/her name, address, telephone number, and the number from one of his/her standard pieces of identification. Circle the type of identification used. This I.D. number eases security clearance at the source library and prevents unauthorized use of the Infopass.

About midway down on the left side of the Infopass there is space to write in "subject or type of material requested." Please state the information requested in this space as specifically as possible. An example of a well-written request would be "1977 issues of *Psychology Today*." A poorly written version of that request might read "Psychology." The more specific you can be, the less time the librarian at the source library and your user will have to spend re-identifying an information need you have already identified. Also, please note if your library will absorb any expenses (photocopying costs, replacement of unreturned materials, etc.) the source library may incur in serving your user.

Below this on the Infopass form, you are asked to indicate whether "one-time" or "extended use" of the resource library is needed. If you feel that your user can complete his work in the source library in one visit, check "one-time use." If you believe more than one visit will be required, check "extended use." Please note, however, that even if you have checked extended use, you cannot assume that return visits will be offered by the source library. Infopasses are, in principle, for one-time use and it is up to the user to request return visit privileges of the librarian at the source library who can determine whether a return visit is warranted and possible.

8. *Provide directions*: Your user may need directions for driving to the source library or using public transportation. You may also want to inquire about parking instructions during your telephone call to the source library. Such instructions were omitted from the second edition of LICCMA.

9. *Distribute Infopass parts*: Retain the white top copy of the Infopass for your files. It will provide a record of your library's use of Infopasses as a referring library, and of user requests you are not able to satisfy with your own resources. Give the two remaining copies of the Infopass to your user for presentation at the source library. You need not notify the Council office of Infopasses issued, as it is the source library's responsibility to mail completed copies of Infopasses to the Council office.

10. *Maintain a supply of Infopasses*: The Council office provides supplies of fifty Infopasses at a time to dues-paying members and supplies of ten to affiliate public libraries. When you have used one of your last Infopasses, contact the Council office for an additional supply.

INFOPASS PROCEDURES FOR SOURCE LIBRARIES

1. *Check Infopass*: Check the Infopass brought by the user to ascertain if it has been properly filled out. Please insert any information available to you which has been omitted by the referring librarian. Confirm that the Infopass has been signed. An unsigned Infopass need not be honored.

2. *Assist user*: Please be as thorough as possible in assisting the user. Infopasses are, in principle, for one-time use; if extended use of a particular resource is indicated, arragements for return visits should be made during the initial visit.

3. *Record assistance*: Complete the lower right portion of the Infopass as fully as possible. Any comments which may help to evaluate or improve the Infopass Program will be greatly appreciated.

4. *Return final copy*: Keep the green copy of the Infopass for your records and mail the bottom, buff-colored copy to the Council office with all others you have collected during the past month.

METRO
December 1975 BEST COPY AVAILABLE

METRO
NEW YORK METROPOLITAN REFERENCE AND RESEARCH LIBRARY AGENCY
11 WEST 40th STREET, N.Y., N.Y. 10018
Telephones: 212 [illegible]32
212 [illegible]07

Memorandum of Agreement on the Operation of METRO's Experiment in Interstate Interlibrary Loan Cooperation for METRO Members.

The New York Public Library, the Newark Public Library and METRO, having agreed in principle to an experiment in interstate interlibrary loan with the approval of the appropriate authorities in each state, now jointly record notes appropriate to the experiment.

The purpose of this experiment is to respond to requests initiated by New Jersey members of METRO that they be permitted access to the New York State Interlibrary Loan network (NYSILL) in the same manner NYSILL is available to New York METRO members. The experiment is to provide reciprocal access to the New Jersey interlibrary loan network for New York members of METRO.

METRO is sponsoring the experiment on an informal basis. In time (if the experiment is successful), a formal compact may be sought. Meanwhile, in order that the experiment can be started and appropriate financing provided, the METRO Board of Trustees has allocated $500.00 for this purpose from its Reserve for Special Projects.

It is anticipated that the experiment will continue for one year or until the allocated funds have been expended, whichever occurs first. At that time the experiment will be evaluated to determine the future of the program.

ILL requests will move from one state to another through two focal points. In New York State the METRO/CARES office, operated for METRO under contract with The New York Public Library, will be the focal point; in New Jersey it will be the Interlibrary Loan Office of the Newark Public Library.

ILL requests originating in libraries of New Jersey METRO members, which cannot be fulfilled in the New Jersey network, will be transmitted by the Newark Public Library (the northern regional resource library of that network) to the METRO/CARES office for appropriate handling.

In the same manner, ILL requests originating in METRO member libraries in New York (excluding those requests passed by NYSILL to NYSILL contract libraries) will be sent from the METRO/CARES office to the Newark Public Library for appropriate handling.

For each request accepted from the other state, METRO will reimburse the receiving office at the rate of $4.50 per request. Reimbursement will be on a quarterly basis, based on appropriate reporting to the METRO Executive Director.

In the case of New York, The New York Public Library will then reduce its billing to the NYSILL network by a figure equal to $4.50 multiplied by the number of requests received from the Newark Public Library. Thus, METRO will be compensating the NYSILL network for any overload from outside the State of New York. The Newark Public Library may make similar arrangements.

The purpose of the experiment is to learn through doing. Should difficulties arise in the course of this experiment, the guiding principle will be to provide service to the library user as quickly as possible ignoring any rules which may prove to be deterrents to good service.

PFC/sk
12/22/75

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New York State
May 1970

NEW YORK STATE INTERLIBRARY LOAN NETWORK

NYSILL MANUAL

Revised

May 1970

The University of the State of New York
The State Education Department
Division of Library Development
Albany 12224

I

THE NEW YORK STATE INTERLIBRARY LOAN NETWORK (NYSILL)

In April 1967, the New York State Library initiated a pilot experiment in compensated interlibrary loan designed to make the resources of a number of the great research collections of New York available to all researchers in the State. The NYSILL Program has continued and grown since 1967, retaining most of the original design with a few modifications.

The New York State Library serves as the hub, monitor, and referral agency of the NYSILL Network.

1. Any library in the State can transmit requests for library materials to the New York State Library by teletype or by mail. The request is searched in the New York State Library's collection.

2. If the material is available from the New York State Library collection, the original or photocopy up to 24 pages is sent to the library originating the request.

3. If the material is not available at the State Library and is coded for referral, it is referred either to an area referral library or to a subject referral library. The professional staff of the State Library's Interlibrary Loan Section determines to which library or libraries requests are referred on the basis of geographical location and level of material requested.

4. Referral libraries send the materials to the library originating the request. The State reimburses referral libraries for all requests searched and for all requests filled.

5. Libraries receiving materials through NYSILL are responsible for returning the materials directly to the supplying library.

Area Referral Libraries

Three of the largest public libraries in the State with broad general collections serve as area referral libraries. Requests for more popular or general materials which cannot be filled by the State Library are referred to the area referral libraries.

Brooklyn Public Library (code letters: NB) generally receives referrals from the Westchester Library System, Nassau Library System, and Suffolk Cooperative Library System.

Buffalo and Erie County Public Library (code letters: NBU) generally receives referrals from Mohawk Valley Library Association, Upper Hudson Library Federation, Pioneer Library System, Chautauqua-Cattaraugus Library System, North Country Library System, Nioga Library System, Clinton-Essex-Franklin Library, Southern Adirondack Library System, and Four County Library System.

Rochester Public Library (code letters: NR) generally receives referrals from Buffalo and Erie County Public Library, Chemung-Southern Tier Library System, Finger Lakes Library System, Onondaga Library System, Mid-York Library System, Brooklyn Public Library, The New York Public Library, Queens Borough Public Library, Mid-Hudson Libraries, and Ramapo Catskill Library System.

Subject Referral Libraries

Nine research libraries serve as subject referral libraries. Each of the libraries has contracted with the State to supply on interlibrary loan, through NYSILL, materials in specific subject areas (see Chapter XI, "Directory of NYSILL Contracting Libraries"). When requests for research materials cannot be filled by the State Library, they are referred to the most appropriate subject referral libraries. Requests can be referred to several libraries in succession if they are not filled at the first referral source. The subject referral libraries are:

The New York Public Library Research Libraries (code letters: NN)
Engineering Societies Library (code letters: NNE)
New York Academy of Medicine Library (code letters: NNN)
Union Theological Seminary Library (code letters: NNUT)
Columbia University Libraries (code letters: NNC)
Cornell University Libraries (code letters: NIC)
Teachers College Library (code letters: NNCT)
New York University Libraries (code letters: NNU)
American Museum of Natural History Library (code letters: NNM)

All contracting referral libraries have teletype service for the receipt and transmission of requests. Referral libraries send materials directly to the requesting library and report on each request to the State Library within 5 days. If the referral library cannot supply the material, it refers the request to the next referral library indicated in the State Library's routing until all have acted upon it. Requesting libraries with teletype facilities should call the State Library at least once a week in order to receive reports on outstanding requests.

Both the 22 public library systems (see map) and the nine library reference and research resources systems (see map) are involved in the NYSILL Program. Several of the public library systems transmit requests to the State Library from public, academic, and special libraries in their areas. Two of the reference and research resources systems have been operating experimental regional systems within NYSILL and several have contracted for the use of public library system delivery services to speed interlibrary loans to academic and special libraries.

II

HOW REQUESTS ARE REFERRED THROUGH THE NYSILL NETWORK

Usual Referral Patterns

Interlibrary loan requests are received in the Interlibrary Loan Section of the New York State Library by teletype or mail. Teletype requests can be handled more rapidly, but all requests are examined as quickly as possible for codings and completeness of information provided. The originating libraries and intermediate transmission libraries are expected to provide correct and verified citations. If the request cannot be verified, the source of the citation should be indicated, or if neither verification nor source is available, the request must indicate that it could not be verified. Requests without a verification statement will not be referred by the State Library.

All requests are searched in the New York State Library's own collections. If the material is available for circulation, it is provided in the original or in photocopy and mailed to the requesting library.

If it is not available from the State Library, the request is reviewed by the Interlibrary Loan Section's professional staff and routed for referral to one or more subject or area referral libraries based on the geographical location of the requesting library, or on the level and subject area of the request. The State Library will refer all requests which are eligible for referral, and eligibility is determined by the completeness of information provided (see Chapter VI, "How To Submit Requests").

Referral libraries search their own collections for each request. If the material is available, it is sent directly to the requesting library. If it is not available, the request is referred to the next library indicated in the routing, and a report is submitted to the State Library indicating the action taken.

When the request has been acted upon by all designated referral libraries, the State Library will send a final report on the transaction to the transmission site.

Special Referral Patterns

Direct requests

Academic libraries in the State with collections of 1 million or more volumes[1] may bypass the State Library under certain conditions. The central library of such an academic library may submit a request directly to the central library of the subject referral libraries participating in NYSILL. Branches of academic libraries with million-volume collections may not submit requests directly[2] and no direct access request may be

[1]The latest official certification of collection size on record with the State Education Department will be used to identify such institutions.

[2]With the exception of the Health Sciences Library of the State University of New York at Buffalo.

submitted to branches of the subject referral libraries nor to any area referral libraries. The academic libraries using the direct access option are required to submit a copy of the request to the State Library at the time the request is initiated. Each direct access request must be assigned an identification number distinguishable from and compatible with other NYSILL codings in order to enable the State Library to keep a record of the handling of these requests. A direct access request should have a unique number. If the request is unfilled and sent to another subject referral library, it should have a different number. A direct access request also should have a "D" following the system code to distinguish it from requests routed to the State Library, e.g. NIC D6-1.

The New York Public Library Research Libraries also have been accorded the direct access option, and each of the subject referral libraries is permitted to submit requests directly to the other subject referral libraries.

Urgent requests

Two categories of requests can be designated as "urgent" by the originating library:

1. medical requests submitted by physicians or hospital libraries which require rapid handling;

2. requests submitted by college or university faculty members or by researchers in business or industry which carry a reasonable deadline date.

Requests in these categories marked "urgent" will be given top priority handling at the State Library. Caution in the use of the "urgent" category is indicated. The designation is being handled as a monitored experiment to determine quantity, fill rate, and elapsed time for such requests.

III

WHO MAY USE NYSILL?

The New York State Interlibrary Loan Network is intended to serve the entire research community of New York State. Students, faculty members, independent researchers, professionals, and the general public are all part of the research community and entitled to use the services of NYSILL. Only two categories are specifically excluded from referral beyond the State Library in the NYSILL Network: persons under 18 years of age and inmates of mental or penal institutions. Libraries submitting requests are expected, however, to exercise professional judgment which will determine the seriousness of an inquirer's request without in any way limiting his freedom of inquiry.

Medical libraries that wish to transmit requests from physicians, that are not filled in NYSILL, to the National Library of Medicine should inquire in advance of submission of requests to NYSILL about the format in which these requests must be submitted and what information must be included in the request. These inquiries should be made to Marcia Davidoff, Associate Librarian, New York State Library Medical Library.

The New York State Library's policy of serving all citizens of the State remains unchanged. Any library in New York State may submit interlibrary loan requests to the State Library.

IV

WHAT MATERIALS MAY BE REQUESTED UNDER THE NYSILL PROGRAM?

In general, books and other monographic works which may safely be sent through the mails, and articles in periodical and serial publications not more than 24 pages in length may be requested from the State Library. When the State Library cannot supply, requests will be referred to appropriate participating libraries.

The State Library reserves the right to supply materials in photocopy. Material up to 24 pages will be supplied free of charge. Photocopy in excess of 24 pages is supplied at a charge of 10 cents per page, for the number of pages in excess of 24. When a request is submitted for materials in excess of 24 photocopy pages, it should be accompanied by a statement indicating that the patron is willing to pay the charges for the total number of pages.

The referral libraries will supply up to 24 pages of photocopy free. Payments for photocopy in excess of 24 pages may be determined by the referral library's own policy which may differ in each institution. When a request is submitted for materials in excess of 24 photocopy pages, it should be accompanied by a statement indicating that the patron is willing to pay the charges for the total number of pages.

For researchers who feel they must survey a periodical volume's content, a request may be submitted for the table of contents or index. A second request may then be submitted for the specific pages needed.

WHAT MATERIALS MAY NOT BE REQUESTED UNDER THE NYSILL PROGRAM?

Fiction. Requests for fiction will be searched and supplied, whenever possible, from the New York State Library's collection. The requests will not be referred unless accompanied by a statement indicating the material is needed specifically for a serious research project.

Textbooks. Requests for textbooks will not be referred.

Current publications. Monographs published in the current year should not be requested unless they have been published by learned societies and are not available through regular book trade channels.

Materials in popular demand. How-to-do-it books, recreational materials, and books on college reading lists are not likely to be supplied by NYSILL. Two "in circulation" reports at any time in the chain of referral will be interpreted as indicative of popular demand and will render the request ineligible for further referral.

Nonresearch materials. Self-help books, cookbooks, sports, recreation, and hobby materials, and elementary foreign language grammars are not eligible for referral unless accompanied by a statement indicating a specific and serious research need.

Reference works. Standard reference works are generally not available through the NYSILL Network. Photocopy of specific pages or a superseded edition may be available, and requests for such materials should be specifically worded.

Genealogy. Materials in genealogy are not generally available through interlibrary loan. Occasionally, microfilm is available and requests should specifically indicate microfilm, if it can be read or copied locally. No reference work on genealogy is available through the NYSILL Network.

Rare books. Rare and unique volumes are not available through interlibrary loan. Specific pages may be photocopied when the condition of the material permits. Requests should cite specific pages desired.

Children's books. Requests for children's books are not eligible for referral unless accompanied by a statement indicating a specific and serious research need.

Multivolume sets. Books published in more than three volumes are not available through interlibrary loan. Requests for photocopy of table of contents, index, or specific pages will be honored in the NYSILL Network.

Restricted materials. Requests for material which the originating or the transmitting library owns but does not circulate or copy should not be submitted to the NYSILL Network.

Paperbacks. Requests for in-print paperbacks priced at less than $5 should not be submitted unless they are published by learned societies or are unavailable through regular book trade channels.

Subject requests. The New York State Library will accept and service requests requiring reference work, but such requests are not eligible for referral in the NYSILL Network.

Evaluation of eligibility for referral. The New York State Library will review requests to determine suitability of requests for referral and the routing of referrals. Mail requests deemed ineligible for referral will be returned to the sender; teletype requests considered ineligible will be so reported to the request transmission site.

Russell C. Robertson

Brigham Young University
April 1978

THE SUCCESS OF A FACULTY BOOK DELIVERY SERVICE AT BRIGHAM YOUNG UNIVERSITY

The concept of a campus book delivery system is certainly not a new one. Several universities, including the University of Colorado have utilized a faculty book distribution and pick-up service.

In early January, 1974, the administrators of the Harold B. Lee Library (the central library at Brigham Young University) became interested in learning whether such a service would be of value to the faculty. A committee was appointed to investigate the economic implications, together with the myriad of problems involved in establishing such a service, and its overall usefulness to the faculty.[1]

Many questions flashed through the minds of the committee members as they pondered this assignment of devising a workable system. Should the service include graduate students, as well as faculty, staff, and administrative personnel? Should we have both a book delivery system and a book pick-up service? Should we limit the number of books per each request? Should we deliver periodicals, reference books and "locked case" items, or should we restrict the service to books only? Should we begin the service on a trial basis during the spring and summer terms when there are fewer faculty on campus? Should we confine the service to a limited number of departments and buildings in the central campus area or extend it to the entire campus? Do we need to hire additional personnel or can we begin the service on a limited trial basis with the personnel on hand? What physical means of delivery should be utilized. Should this service be a function of the circulation department?

The committee, now self-named the Faculty Book Distribution and Pick-Up Service Committee (FBDPS), met several times in January, 1974, to find answers to these and other questions. To take advantage of the experiences of other universities, one committee member contacted each institution who had utilized a campus delivery system and solicited their advice. Another committee member searched the literature to learn what had been written on the subject of campus delivery systems. A paper by Richard M. Dougherty was especially helpful and provided many ideas and much encouragement to the committee.[2] A third member prepared a survey of all departments on campus, the number of delivery points needed, the parking spaces available for a delivery vehicle, and a map of the campus with the most direct route for deliveries.

From the beginning, the FBDPS committee members assumed the success of the proposed service would depend upon the observance of the following three guidelines:

1. Keeping the FBDPS as simplified and flexible as possible.

2. Integrating the FBDPS with the already existing library routines as closely as possible (working within the system).

3. Obtaining the complete cooperation of the library administration in supporting the FBDPS in terms of money, material, equipment, and personnel.

As envisioned by the committee, the FBDPS would enable a faculty member to phone from his office to a catalog desk attendant requesting a specific book or books. The book would then be retrieved from the stacks, checked out, and delivered to the requestor's departmental office. A special form would be used to notify the faculty when a book was not immediately available; and follow-up procedures would be utilized to deliver the book as soon as possible. To return a book, the faculty member could have his secretary phone the catalog desk attendant and report that a book was to be picked up at that delivery point. The attendant would be on duty from 8 a.m.-5 p.m., Monday through Friday, and in addition to receiving requests for books, would have other duties assigned by the catalog department. Actually only a fraction of the attendant's time would be spent in FBDPS duties. The goal of the FBDPS would be to deliver the books to the faculty member within a twenty-four hour period.

After much study and many meetings, the FBDPS committee recommended that a "limited" book delivery and pick-up service be initiated with the beginning of the eight-week spring semester (May 1, 1974).[3] The service would operate through the spring semester and the continuing eight-week summer semester (August 16, 1974). The FBDPS would be "limited" in the sense that only four buildings (fifteen departments) would receive the service. By limiting the service to fifteen departments and to spring and summer semesters (when only one-third of the faculty are normally on campus), the committee felt more able to cope with a possible deluse of requests. If proven successful, the FBDPS would become campus-wide (thirty buildings with ninety-five departments) with the opening of fall semester (September 1974).

The committee also recommended that the subject librarians meet with each of the fifteen departmental chairmen to explain FBDPS and obtain their cooperation. Without exception, the departmental chairmen gave their enthusiastic endorsement to the plan. Every faculty member within these fifteen departments received a flyer explaining the FBDPS and inviting him to participate.[4]

The "limited" FBDPS began operation on Monday, May 13, 1974 (the third week of spring semester), serving four buildings (fifteen departments). Two weeks later (May 27) FBDPS was expanded to serve eight buildings (thirty-five departments). After the first four weeks of operation, it became apparent that the library would not be inundated with requests. Consequently, with the beginning of summer semester (June 24, 1975), the service was expanded to include all buildings on campus which housed faculty (thirty buildings with ninety-five departments).

During this sixteen-week period (May 13-August 16, 1974), 326 books were delivered to departmental offices, 353 books were picked up for return to the library. This averaged nine books per day, either picked up or delivered.

On June 21, 1974, a total of 123 questionaires were sent to the faculty members who had received "flyers" on the FBDPS and were aware of its existence.[5] Of these 123 questionaires, 73 were returned, which represents 60 per cent of the total. Although this sample was too small to be statistically significant, the FBDPS committee found the results of the questionaire to be useful for evaluating this service. Consequently, this data has been included here for the reader's interest. Of the 73 faculty members who replied to the questionaire, 21 had actually used FBDPS (Table 1). A number of these faculty

TABLE 1

FACULTY USERS OF FBDPS (OF THE 73 WHO RETURNED THE QUESTIONAIRE)

Category	Frequency	Percent
Have used FBDPS	21	29
Have not used FBDPS	52	71
Total	73	100

had been repeat users of the service. The frequency of use of the FBDPS is summarized in Table 2.

TABLE 2

FREQUENCY OF USE OF FBDPS OF THE FACULTY MEMBERS WHO HAVE USED THE SERVICE

Number of Times Used	Frequency	Percent
1-3	15	71
4-10	5	24
10+	1	5
Total	21	100

FBDPS was rated either fast or very fast in its deliveries by 48% of the respondents (Table 3).

TABLE 3

FACULTY RATING OF THE SPEED OF THE FBDPS
FROM REQUEST OF BOOK TO DELIVERY

Rating	Frequency	Percent
Very Slow	1	5
Slow	1	5
Adequate	7	32.5
Fast	7	32.5
Very Fast	3	15
No Answer	2	10
Total	21	100

The service was rated either good or excellent in its overall performance by 75% of the respondents. (Table 4)

TABLE 4

OVERALL RATING OF THE FBDPS BY THE FACULTY

Category	Frequency	Percent
Excellent	10	48
Good	6	27
Fair	3	15
Poor	0	0
Undecided	2	10
Total	21	100

Faculty rating of the "follow-up" procedures reveal that 48% found these procedures to be satisfactory, while only 2% found them unsatisfactory,

while 42% did not answer this question. This large percent (42%) who did not answer probably indicates the respondents either did not understand what is meant by "follow-up" procedures (Table 5).

TABLE 5

FACULTY RATING OF THE FBDPS FOLLOW-UP PROCEDURES
(CALL-INS, TRACES, NOTICES)

Category	Frequency	Percent
Satisfactory	10	48
Unsatisfactory	2	10
No Answer	9	42
Total	21	100

The questionaire revealed that 99% of the respondents wanted FBDPS to be continued through the 1974-75 year (Table 6), while 35% indicated they would be willing to use their own departmental funds to continue FBDPS if the library were unable to support it financially(Table 7). Of these respondents who indicated they were unwilling to support FBDPS with departmental funds, several of them appended the following comments:

"I want to see FBDPS continue, but it is a library function and should be funded by the library."

"I have no authority to specify how the departmental funds are to be spent. This is a decision of the chairmen."

TABLE 6

FAVOR THE CONTINUANCE OF FBDPS THROUGH 1974-75

Category	Frequency	Percent
Yes	72	99
No	0	0
Undecided	1	1
Total	73	100

TABLE 7

FAVOR THE USE OF DEPARTMENTAL FUNDS TO SUPPORT FBDPS IF THE LIBRARY IS UNABLE TO FINANCE IT (FACULTY)

Category	Frequency	Percent
Yes	25	34
No	34	47
No Answer	14	19
Total	73	100

Table 8 is a summary of the Faculty rating of the handling of their requests for books at the card catalog assistant's desk.

TABLE 8

FACULTY RATING OF THE HANDLING OF REQUESTS FOR BOOKS AT THE CARD CATALOG ASSISTANT'S DESK

Category	Frequency	Percent
Satisfactory	16	75
Unsatisfactory	2	10
No Answer	3	15
Total	21	100

Some of the typical comments of the faculty users as revealed in the questionaire were:

"I would like to see the service continued."

"Very helpful."

"Outstanding program."

"Great idea! Saves precious time."

The FBDPS committee met on August 20, 1974, to evaluate the performance of the service and to consider the question of whether to recommend its continuance during the 1974-75 academic year. The committee concluded that the FBDPS had been a success and unanimously adopted the following recommendations:

1. The FBDPS be continued through the 1974-75 academic year with book deliveries and pick-ups to all buildings on campus.

2. The administration of the FBDPS become a function of the circulation department and be managed and supervised by the circulation librarian.

3. The hiring of a student employee by the circulation department to work twenty hours per week. Only part of these twenty hours would be in support of the FBDPS; routine circulation duties would absorb the remainder of his time.

4. The FBDPS receive ample publicity through the individual "flyers" to each faculty member and through a notice in the faculty publication, "Faculty Notes."

These recommendations were approved by the library director, and the FBDPS was continued throughout the 1974-75 academic year. Table 9 is a monthly summary of the number of requests for book deliveries, the number of deliveries (within twenty-four hours), and the percent of such deliveries.

TABLE 9

MONTHLY SUMMARY OF THE NUMBER OF REQUESTS
FOR BOOKS AND THE NUMBER DELIVERED
WITHIN TWENTY-FOUR HOURS

Month	Requests	Deliveries (Within 24 Hours)	Percent
May 1974	113	101	90
June	128	125	98
July	85	83	98
August	58	58	100
September	161	127	79
October	269	179	67
November	282	240	85
December	150	109	73
January 1975	262	215	82
February	141	120	85
March	237	167	70
April	119	92	77
Total	2005	1616	--

Thus, in the 1974-75 academic year, out of 2005 faculty requests for books during this May, 1974 through April, 1975 period, a total of 1616 were delivered within 24 hours of the request. This represents an 81 per cent success. The remainder which were not immediately available were either in circulation at the time, were non-circulating titles, were not owned, or were books currently on order or in process. A special form was used to notify the faculty when a book was not immediately available. Many of these books were delivered to the faculty within a few days.

Two observations are of immediate interest. First, the fact that not once in the twelve month period was there less than a 70 per cent delivery within 24 hours. And second, the higher per cent of books that were in the library and were delivered during the summer months when only one-third of the faculty and students are on campus.

Table 10 is a graphical representation of the number of books delivered from the library to the departmental offices for each month (May, 1974--April, 1975).

TABLE 10

BOOKS DELIVERED FROM LIBRARY TO DEPARTMENTAL OFFICES (BY MONTH)

May 1974--April 1975

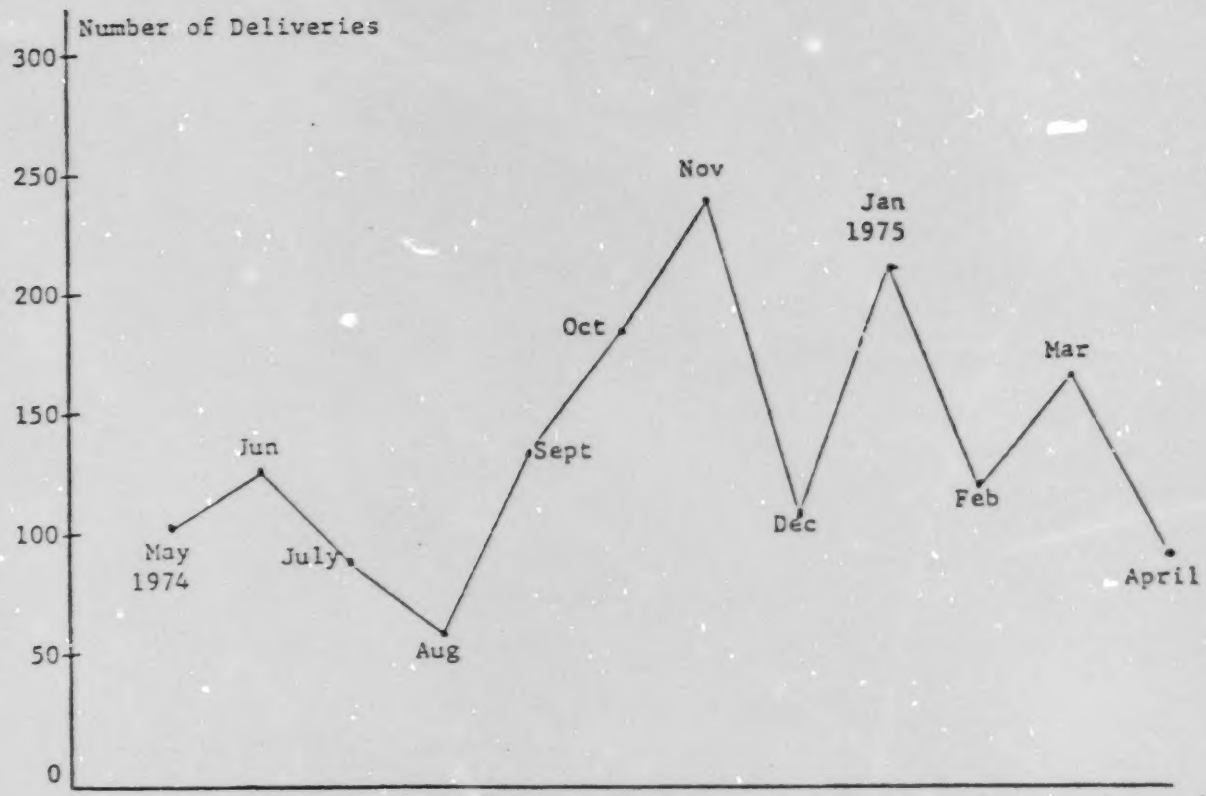
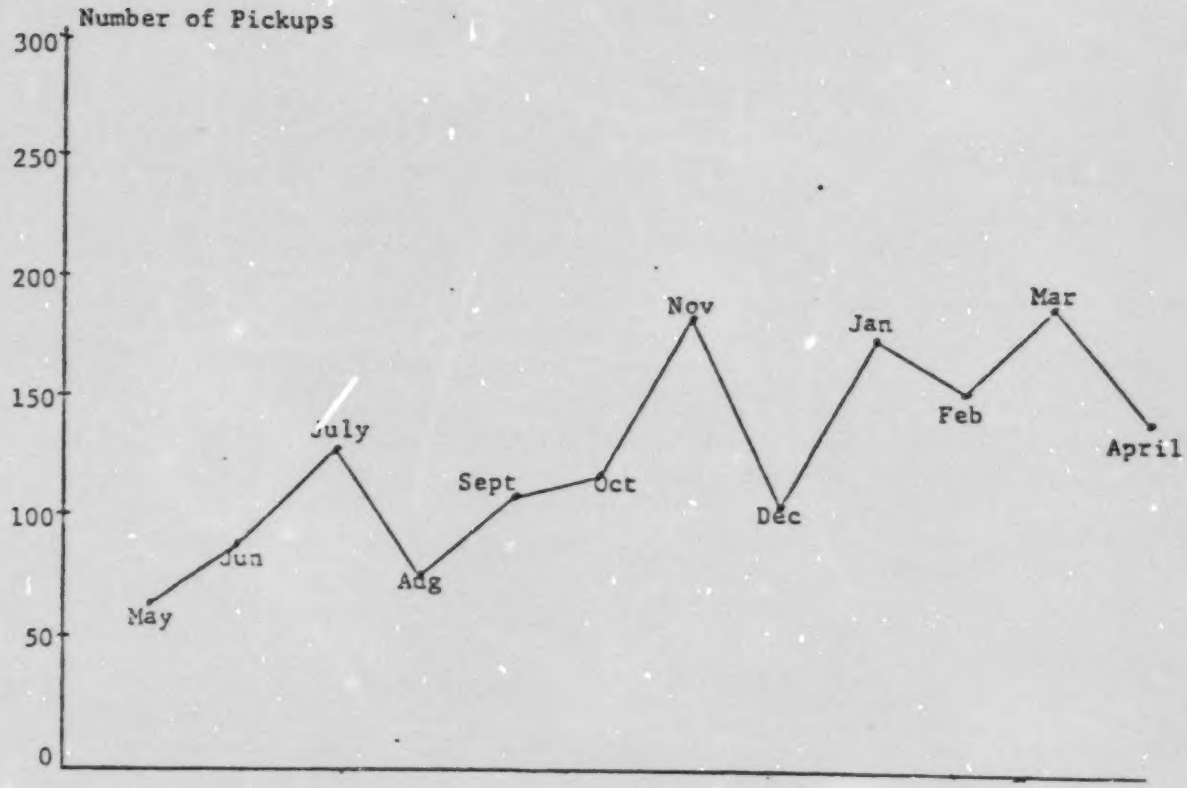


Table 11 is a graphical representation of the number of books that were picked up from departmental offices and returned to the library during the period May, 1974 through April, 1975.

TABLE 11

BOOKS PICKED UP FROM DEPARTMENTAL OFFICES
AND RETURNED TO THE LIBRARY (BY MONTH)

May 1974--April 1975



It is revealing to compare the number of books delivered from the library to departmental offices and returned to the library during each of the years, 1974-78. Table 12 summarizes the comparison.

TABLE 12

BOOKS DELIVERED FROM THE LIBRARY TO DEPARTMENTAL OFFICES

May 1974--April 1978

Year	Requests	Deliveries	Percent
1974-75	2005	1616	81
1975-76	2065	1695	82
1976-77	1641	1362	83
1977-78	1554	1321	85
Total	7265	5994	83

Table 13 is a summary of the number of books that were picked up from departmental offices and returned to the library for the years 1974-78.

TABLE 13

BOOKS PICKED UP FROM DEPARTMENTAL OFFICES
AND RETURNED TO THE LIBRARY, 1974-78

Year	Requests	Deliveries	Percent
1974-75	1813	1813	100
1975-76	1824	1824	100
1976-77	1475	1475	100
1977-78	690	690	100
Total	5802	5802	100

SUMMARY

The following summary is an attempt to present the salient features of this study in a concise format that will enable the reader to quickly grasp its significance.

Findings

1. A committee of Brigham Young University librarians first met as a committee in January, 1974, to study the advisability of instigating a faculty book delivery and pick-up service at BYU.
2. The FBDPS Committee recommended that a "limited" book delivery and pick-up service be initiated with the beginning of spring semester (May 1, 1974).
3. The FBDPS Committee met again in August, 1974, and recommended the service be continued through the 1974-75 academic year with book deliveries and pick-ups to all buildings on campus. The service has continued to the present date (April, 1978).
4. For the four-year period, May 1974 through April 1978, of 7265 requests for books, 5994 were delivered within 24 hours, for an 83% success. Many of the remaining 1271 were delivered within a few days.
5. A second questionnaire sent to 100 faculty members in March, 1976, yielded a return of 80% and elicited the following facts:
   A. The FBDPS had been used by 85% of the respondents. Many were repeat users.
   B. With regard to its speed, the FBDPS was rated as "adequate for my needs" by 93% of the respondents.
   C. The FBDPS was rated as either excellent or good in its overall performance by 95% of the respondents.
   D. Ninety-eight percent of the respondents favored the continuance of the FBDPS.
   E. Nearly one-third of the respondents would be willing to use their departmental funds to support the FBDPS if it were necessary.

6. During this same period, 5802 books were picked up from departmental offices and returned to the library.

Cost of FBDPS

The cost of the FBDPS during the years May, 1974 through April, 1975 was surprisingly low. The average cost per book (either a delivery or a pick-up) amounted to $0.36. The exact figure varied by the month from a high of $0.50 per book in September, 1974, to a low of $0.32 in February, 1975. This cost figure was based upon personnel costs, supplies, and forms. The personnel costs included two part-time students, one working two hours per day and the other working one-half hour per day, each at a salary of $1.90 per hour. The other personnel cost was for the catalog card desk attendant, whose work for FBDPS averaged one-half hour per day at a salary of $3.00 per hour.

The personnel costs were low due to the fact that each of the part-time students and the catalog card attendant had other assigned duties. The hours shown for them in this cost study were only for the time actually spent working for the FBDPS.

It is interesting to compare the cost per book in September, 1974, with the last month of the study, April, 1978. The cost rose from $0.50 in September, 1974, to $0.66 in April, 1978. At the request of the Lee Library administrators, the circulation librarian computed the average cost per book (both deliveries and pickups) for the period June, 1974 through April, 1978. The average cost per book amounted to $0.60, and was based upon personnel salaries and supplies. Since the average cost per book handled is only $0.60 and the user satisfaction is 98%, the Lee Library administrators believe the service does justify the cost of operation and plan to continue the service. The FBDPS has proved to be popular with those faculty members who have used it; 98% want to see it

continued. The efficiency of the service and the goodwill engendered by it suggest the wisdom of retaining its operation. While many of the faculty still prefer to visit the library, browse, and check out books in person, there are others who use the FBDPS on a regular basis and are very appreciative of the service. When one considers the time saved for high-salaried faculty personnel by their use of the FBDPS, it is certainly cost effective.

REFERENCES

[1]Faculty Book Distribution and Pick-Up Service (FBDPS) Committee Meeting. Minutes. Russell C. Robertson, Physical Science Librarian, Harold B. Lee Library, Brigham Young University, Provo, Utah, January 30, 1974.

[2]Richard M. Dougherty, "The Evaluation of Campus Library Document Delivery Service," College and Research Libraries, 34, No. 1 (January, 1973), pp. 29-39.

[3]Faculty Book Distribution and Pick-Up Service (FBDPS) Committee Meeting. Minutes. Russell C. Robertson, Physical Sciences Librarian, Harold B. Lee Library, Brigham Young University, Provo, Utah, April 9, 1974.

[4]Memorandum to members of the Brigham Young University faculty, Provo, Utah, from Douglas P. Bush, Assistant Director, Harold B. Lee Library, Brigham Young University, Provo, Utah, May 1, 1974.

[5]Questionaire to members of the Brigham Young University faculty, Provo, Utah, from Russell C. Robertson, Physical Sciences Librarian, Harold B. Lee Library, Brigham Young University, Provo, Utah, June 24, 1974.

State Library of Pensylvania
July 1978

The Interlibrary Delivery Service of Pennsylvania

A Summary Statement

Prepared July 1978

David R. Hoffman
Coordinator, Interlibrary Cooperation
Bureau of Library Development
State Library of Pennsylvania

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INTERLIBRARY DELIVERY SERVICE

The Interlibrary Delivery Service of Pennsylvania is a non-profit corporation whose members are public, academic, and special libraries, and whose function is to provide delivery service among members, transporting books, periodicals, films and other items between libraries. It is viewed as a major force in libraries' willingness to share resources with other libraries, and as such it helps to increase the extent to which library collections are actually available in all parts of Pennsylvania.

Each member library pays a uniform fee for delivery service, and is assured of pick-up and delivery by IDS van three days weekly on a fixed schedule. Six vans cover the state, and Greyhound bus express is used to move items long-distance between Philadelphia, Harrisburg, and Pittsburgh. In most instances, an item sent by any one member library can be received by any other member library in not more than three days time.

The corporation is governed by a board elected by its members; the board is responsible for management and fiscal control. The board contracts with the Dauphin County Library System, in Harrisburg, for administration of the service, and with district library centers in Aliquippa, Johnstown, Lancaster, and Doylestown, each of which operates a truck serving its region; two trucks are also based in Harrisburg.

The Interlibrary Delivery Service now has over 120 members, including the largest libraries in Pennsylvania, most of the District Library Centers (key public libraries which have responsibilities to assist local libraries in

their areas), college and university libraries, and special libraries. It serves the Audio-Visual Center at the Pennsylvania State Universities which circulate films to libraries throughout Pennsylvania) and it serves some medical and institutional libraries.

IDS began operation in the fall of 1969, as the ACLCP Delivery Service. ACLCP, the Associated College Library Program of Central Pennsylvania, then had 13 college libraries and the State Library of Pennsylvania in its membership. It sought, and received from the State Library, a grant of $7,000 to initiate delivery service between its members and a limited group of additional libraries including Penn State's Pattee Library, selected libraries in the Philadelphia area, and six District Library Centers. Its intent, expressed in the application, was to initiate a delivery service with two-thirds grant support and one-third local support in the first year, one-third grant support and two-thirds local support in the second year, and full local support thereafter. Participating libraries agreed to share the cost on an equal basis when the service was established. In keeping with this plan, a state grant, from Title III of the Library Services and Construction Act, was made in the second year, in the amount of $3,500. In the beginning pick-ups and deliveries were made to ACLCP area libraries two days a week, and stops were made at Philadelphia area libraries one day each week; after a few months the Philadelphia area stops were increased to twice weekly.

At the end of the first two years, the librarians involved asked for expanded service, adding more libraries to the route and providing more frequent service.

Access to more collections, and faster access, meant more effective sharing of resources among libraries.

Thus, the State Library was called upon for additional grant support as IDS planned its expansion. The sum of $16,600 was granted from LSCA Title III funds (it was subsequently supplemented by an additional $800) to support adding more libraries, both academic and public, in Eastern Pennsylvania, and to permit increasing the frequency of service to three stops per week at each participating library. The grant was intended to pay roughly half the cost of IDS service; participating libraries expected to share the balance. The second year of this expanded service (by now 1973) was supported with a Title III grant of $16,840.

From its beginning the delivery service had been operated on behalf of its participating libraries by the Lancaster County Library. State contracts were written with the Lancaster library and state grants were made to it for this purpose. In 1971 the Lancaster County Library asked for a management committee, to be chosen from the participating libraries' directors, to advise the Lancaster staff who handled details of the service. Then in 1972, recognizing the potential benefit of a statewide delivery service, the State Librarian appointed a committee to develop a statewide plan.

On behalf of IDS, the Lancaster County Library sought additional grant support to develop a specific plan for expansion of the service. The planning required not just a survey of libraries to determine who would be interested in participating, but following that step a careful plotting of routes and actually driving each of the proposed routes to determine whether they were appropriately drawn and whether

the planned schedule of travel time was realistic. $10,000 in grant support went into this planning effort.

The Interlibrary Delivery Service became a state-wide activity in January 1975, when following the completion of its expansion plan it began to serve 152 libraries on a three-day-week schedule. This expansion, supported by a grant of $130,000 from LSCA Title III funds, provided full costs for the seventy-seven libraries which were new to the service and some subsidy to the previous participants. During the second year of statewide operation, a grant of $86,000 supplemented fees paid by the participating libraries: earlier members continued to pay, and those which entered the service for the first time in 1975 paid a $400 fee in 1976. It was anticipated that an $800 fee would be charged for each participating library in 1977, and the service would be fully self-supporting.

During 1976, steps were taken toward incorpoation of the Interlibrary Delivery Service as a non-profit corporation under the laws of Pennsylvania, moving it away from the unofficial status it had held for many years as a service provided by the Lancaster County Library by agreement between that library and the State Library, and between the Lancaster Library and the many member libraries.

By-laws were prepared and following their adoption by the membership legal counsel was obtained to take the necessary steps for incorporation. IDS was to become formally organized in 1977.

Some of the members who had joined at the time of the state-wide expansion felt that they could not afford the full $800 fee that was for 1977, and ceased participation at the end of 1976.

(IDS has continued, thus far, to charge a flat fee for all members, although there is regularly some discussion about pro-rating fees based on total usage, or on items borrowed via interlibrary loan, or on some other scale. Large libraries which send many items generally feel that there is a clear cost saving: money is saved in postage, but money is also saved in packing materials and in labor for packing. Smaller libraries may be able to document savings in postage costs more easliy than they could show actual savings in mailing materials and in labor; many libraries, whatever the size, are not accustomed to accounting for the cost of staff time in shipping operations unless there is a full time shipping clerk on the staff.)

With twenty-five of the 1976 participants indicating that they would not be able to continue membership in 1977, IDS turned again to the State Library for a grant. Title III funds in the amount of $21,000 were earmarked to assist the corporation in mounting a campaign for new members and to keep the level of service from diminishing during 1977. Further subsidy was earmarked for 1978, to keep membership fees at the $900 level.

The IDS Board continues to search for the answer to IDS funding problems. Costs have risen despite the increase in members, because more miles must be covered, inflation has caused personnel and operating costs to grow; and libraries' budgets typically have increased less rapidly if at all.

A well-operated delivery service can continue to be of assistance to Pennsylvania's libraries. Because none of them can collect and make available all of the items that their local clientele may have reason to need, a means to share what is available throughout the state should increase libraries' capacity to service without disastrously raising the amount of money that would be needed for completely self-sufficient libraries. The delivery service, in the view of some of its members, would have increased value if postal regulations permitted it to carry any item that one library might want to ship to another. These items might include

books	duplicate exchange lists	accessions lists
periodicals	requests for materials	desiderata lists
photocopies	statistical reports	letters
films	newsletters	notices of meetings
recordings	minutes of meetings	announcements

Libraries do not see themselves as competitors of the U.S. Postal Service, in their IDS membership. They do see IDS as a desireable total communications carrier. If any written or graphic message, whatever its format or length, can be carried quickly and economically (the more one can send for one annual fee, the less the individual items costs), then it is argued that more libraries would participate and more people would realize the benefits. IDS' libraries are publicly funded and privately funded, but they cooperate to serve all the people of Pennsylvania.

IS TIME IMPORTANT TO YOU?

DIAL "B-A-K-E-R" FOR QUICK DELIVERY OF LIBRARY BOOKS

The LIBRARY DELIVERY SERVICE, part of the Cooperative Services Department in the Main Library, offers delivery of library materials and photocopying of journal articles for a fee. This service is available to any person affiliated with the UCB campus who has a campus delivery address, that is, a departmental office open from 8am-5pm. The service is also available to some off-campus offices such as LBL & Richmond--by special arrangement.

Here's how it works:

TO SIGN UP.....

Fill out our enrollment form and mail it in with your remittance. The forms with current prices--and other information--may be obtained by calling the Delivery Service office (B-A-K-E-R, or 2-2537).

TO MAKE A REQUEST.....

Dial B-A-K-E-R (that spells our campus phone number, 2-2537) between 9am-11am and 1:30pm-3:30pm weekdays. During other working hours, a telephone answering machine will take your call. You'll be limited to four requests per day. Please specify whether you want the original material or photocopy (see below). In either case, try to supply us with as much information about the title you want. If you'd rather mail in your requests, you must do so on our forms, which we will supply for the asking.

WHAT TO EXPECT.....

The material will be delivered to your office usually within 24-48 hours (we're not open over the weekends). If there is some reason the material cannot be delivered, we will send you a written report. If you do not hear from us in a few days, always give us a call. You may specify a RUSH request if you urgently need it that same day.

IF YOU WANT PHOTOCOPY.....

You will be charged at the rate of 7¢ per page and less, depending on the number of pages copied (the more pages, the less charge per page). Billing will be quarterly, $5.00 minimum, in one of two ways, whichever you specify: (1) personal billing on a "sundry debtor" bill, to be paid by you at the Cashier's Office, Sproul Hall or (2) "IOC" billing, charging a campus account number (13 digits), which you should indicate at the time of enrollment. (Check with your department's Administrative Assistant if you're not sure about this.) The Delivery Service should be notified of any changes in your account number to avoid recharge problems.

* * * * * * * * REMEMBER, DIAL B-A-K-E-R (2-2537) FOR QUICK * * * * * * * * *

LIBRARY BOOK DELIVERY

BAKER MEMO

SPRING 1978

ENROLL NOW FOR 1978/79 BAKER SERVICE

June 30th marks the end of the UC fiscal year and thus the end of BAKER's billing year. As stated in the 77/78 enrollment form, any whole increments (25 $1.00 or 20 $1.50 high user requests) left over at the end of the year will be carried over to next year's account. Partial balances will be voided on June 30th. We will begin accepting payments for the 78/79 fiscal year now, to become effective July 1.

For your use and information, we have attached the 78/79 pricing schedule and enrollment form. Note that the processing fee is being held at $1.00 for low users, still a good bargain considering that it actually costs about $3.00 to process each request. The major change in the billing procedure is the new minimum charge for patrons who have their xeroxing billed directly to themselves. Because of rising costs at UC Accounting, the new minimum charge per quarter for xeroxing billed directly will be $5.00. This does not affect the majority of you who have xeroxing recharged to a campus account.

IN ORDER TO RECEIVE SERVICE AFTER JULY 1, YOU MUST SUBMIT A NEW ENROLLMENT FORM FOR THE 78/79 YEAR, EVEN IF YOU WILL NOT BE ADDING NEW FUNDS TO YOUR ACCOUNT (i.e. using up a carried-over increment for next year). We ask this so that we may update our records. (Please check to be sure that your campus account numbers are current.)

SPECIAL NOTE: BAKER WILL NOT BE TAKING A BREAK THIS SUMMER. EXPECT GOOD SERVICE ALL SUMMER LONG.....

HIGH USERS GET REPRIEVE

With the beginning of the fiscal year, all records will be returned to zero, so all patrons begin the new year in July with 105 $1.00 requests. Carried over increments, however, count for the number of requests the money originally bought. Therefore, if you have 20 $1.50 requests carried over, they will become 20 $1.00 requests; your next 85 requests would then cost you $1.00 each.

NEW VOICES AT BAKER

Those of you who are "old timers' to the BAKER service may have noticed two new voices at our end of the phone: *John Truxaw*, our full time person in charge of problem requests, and *Anthea Stefanides*, a student employee in charge of clerical operations including payments. Both John and Anthea handle the phones most of the time. *Stephanie Rogers* is still very much with us--coordinating the work of the entire BAKER service--though that won't be true forever. Stephanie recently earned her Masters Degree in Librarianship and will be seeking a position commensurate with her degree. And *Anne Lipow* still heads the department (Cooperative Services) of which the BAKER service is one unit. Please call on any of us if you are running into difficulties with any aspect of the service or with a particular request.

The rest of the staff consists of well-trained student bibliographers who spend most of their time working on your requests. They do, however, occasionally answer the phones. Since they do this rarely, please be patient and precise in giving them your requests.

LITERATURE SEARCHES BY COMPUTER.....

If you have never seen a computer terminal at work compiling a bibliography--tailor-made to your specifications--you've been missing something new and important in research methodology. A demonstration of these fast bibliographic retrieval systems may be arranged for your department at your convenience on your premises. {Faculty meetings are a good time.}

For more information: call Anne Lipow, 2-5425

MORE THAN JUST THE LIBRARY NEXT DOOR

Many of you are already noticing an improvement in our ability to refer items not available on campus to other libraries. This is due in part to an increase in staff which allows us to complete all of the paperwork involved in inter-library requests and improved bibliographic tools which enable us to pinpoint the location of material off campus.

The major factor, however, is the ever-improving and expanding STANFORD/BERKELEY COOPERATIVE PROGRAM. One of the best dividends of this program for Berkeley patrons is the availability at Stanford of material in high use at Cal. We have had great success obtaining items from Stanford which here were either out to a borrower, on reserve, missing, etc., thereby eliminating the lengthy period usually necessary to obtain such items. (Inter-library borrowing rules generally frown on libraries requesting material "in use" at their own libraries. This program side-steps inter-library borrowing.)

Stanford's collection is a valuable resource for other reasons. Perhaps foremost is its extensive holdings in business, Eastern European, African, and Mid-Eastern materials. Furthermore, we have had good success in obtaining recently published material from Stanford which had not yet made its way through our processing system.

To take advantage of these and other strengths of the Stanford collection, you need only come to the service desk in the Main Library Loan Hall and apply (bring some credentials). Let us know that you have applied and we will retrieve your special borrower's card for you when it returns from Stanford a few days later. Thereafter, when requesting material from BAKER, tell us to go to Stanford if necessary. Then, if the situation calls for it we will verify by phone that Stanford has it, and with any luck be able to deliver the material to you within 24-48 hours.

For more information, call 2-5425.....

A STITCH IN TIME...

1) THE TELEPHONE ANSWERING MACHINE

The tape machine is a good tool, but it obviously doesn't compare to a "live" telephone conversation or a written request. Please speak slowly when recording a message on it, spell out foriegn words, and leave a phone number where you can be reached should the machine garble your message. Your message can be as long as you wish; the taping device is "voice activated" and won't shut off until you either stop speaking or take a very long pause. Thus, there is no reason to make separate calls should you have separate requests.

2) NO RESPONSE TO YOUR REQUEST?

We always attempt to let you know the reasons for delays in your requests within 24-48 hours. So, if three days pass and you haven't heard anything, let us know as soon as you are concerned.

3) FOLLOW-UPS

When you do call back about an OLD request, let us know that it is an old request so that we won't duplicate billing or xeroxing.

4) MISDELIVERED MATERIAL

Occasionally, we misdirect requested materials. Should you find yourself the recipient of a mysterious item from BAKER, let us know and we will retrieve it from your department office and get it to the right person. PLEASE, DO NOT PUT IT IN CAMPUS MAIL.
You may also occasionally receive notice from a branch library that an item we put on hold for you is ready to be retrieved. When this happens, send the post card to us, and we will pick up the item.

5) OUR NEW ADDRESS

We've moved. Our new address is 386 Main Library (in the annex).

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THE BAKER SERVICE *July 1, 1978-June 30, 1979*

A LIBRARY DELIVERY SERVICE FOR THE UCB COMMUNITY

First 105 requests:	$1.00 per request, prepaid in increments --
First increment:	$5.00 (for those who need the service only for the few sticklers or in an emergency)
Next four increments:	$25.00 per increment
Over 105 requests:	$1.50 per request in increments of $30.00

**Fill out the form below and mail with your remittance. Payment may be made by personal check (payable to UC Regents) or by charging a 13-digit campus account number using an IOC form (check with your business office for the latter).

**Sign up for as many increments at once as you like. As you near your limit of requests (as your prepaid fund diminishes) you will receive an informal bill for additional payment to cover further service. Balances of partial increments at the end of the fiscal year will not be carried over.

**You will be charged for each request processed, not for each request filled. This is because you are paying for the work involved in sending you either the material or a report, and the report often involves more work than sending you the material. However any request, no matter how many trips to branch libraries are necessary to obtain it or specialists' work to verify its existence, is counted as one request.

**For photocopying journal articles there is an additional and separate charge and a different billing procedure. You will be charged at the rate of 7¢ per page, and less, depending on the number of pages copied (the more pages copied, the less charge per page). Billing will be quarterly, in one of two ways--please specify your choice on the form below: 1) personal billing on a "sundry debtor" bill, to be paid by you at the Cashier's Office, Sproul Hall; FOR THIS TYPE OF PERSONAL BILLING ONLY THERE IS A $5.00 MINIMUM CHARGE. 2) "IOC" billing, charging a campus account number (check with your department's administrative assistant if you are not sure about this). The Library Delivery Service should be notified of any changes in your account numbers to avoid recharge problems.

**Requests are limited to four per day.

Upon receipt of your form and payment, the service is ready to receive your requests. You may phone them in (dial B-A-K-E-R or 2-2537) weekdays between 9-11 a.m. and 1:30-3:30 p.m. (at other times you may leave your name and phone number and brief requests on the message-tape answering machine--Saturdays, Sundays, and evenings included). If you would rather mail in your requests, you may do so on our forms, which we will gladly mail to you upon request.

**If you have a Stanford/Berkeley Cooperative Program Borrower's Card, we will be happy to get material for you from Stanford which is not available here (presuming that it is available there). Simply let us know your program borrower's card number and specify that we go to Stanford if necessary with your request. To get a Program Borrower's Card, apply at the service desk in the Main Library Loan Hall. All faculty and registered graduate students are eligible.

.....

Please clip and mail with payment to: BAKER 386 Main Library Campus Mail

PLEASE ENROLL ME IN THE BAKER SERVICE FOR THE NUMBER OF REQUESTS INDICATED:

| | 5 requests/$5.00 | | 30 requests/$30.00 | | 55 requests/$55.00

| | 80 requests/$80.00 | | 105 requests/$105.00

---

high user requests: $105.00 + _____{$30.00 for each add'l 20 requests}

| | enclosed is my check payable to UC Regents, in the amount of $_____

| | enclosed is a Univ. IOC form showing account name and number to be charged, and duly authorized in the amount of $_____

For photocopying journals on request {choose one}: bill me personnaly | | OR

| | Charge Univ. account no._____-_____-_____-_____.

Name:_____Dept._____Phone ext._____

Campus Dept. Address {open daily 9-5}_____ Message ext._____

Status{circle one} Faculty Grad Research Spec. Other{specify}_____

Stanford/Berkeley Cooperative Program Borrower's Card Number _____

COOPERATIVE SERVICES DEPARTMENT -- FIRST ANNUAL REPORT, 1973/74

A. Library Delivery Service

1. Background and goals

The conception of the Delivery Service was based on a recognized need to reduce the frustrations the faculty and research staff experience in using a highly complicated, decentralized library system. It was felt that the library could facilitate ongoing research and perhaps free faculty time for more contact with students if we could improve access to the Berkeley collections by eliminating some of the routine work of writing out charge cards, "hold" or "search" requests; some of the guess work involved in locating material; and some of the leg work spent walking from library to library, xeroxing articles, or returning to a library to pick up material retrieved from Richmond Storage or from another borrower. It was hoped, too, that assistance with the return of books to the library units would be of value to both the faculty and the library.

After a written announcement was distributed to all campus academic and research departments (see Attachment 1), the service was launched on November 7, 1973. By any measure, the service has been a success, as will be shown below.

2. Personnel

The staff operating the service consisted of the following:

.75 FTE Associate Librarian;
1.00 FTE LA-II;
530 hrs/mo. (average during December-May) G.A. student employees, many of whom were students in the School of Librarianship.

All of the staff received basic training in the use of the library catalogs and verification tools and in the idiosyncracies of the many library units.

3. How the service works

The service has come to be known as "BAKER" because those are the letters one dials for telephone requests. When the office is closed, the requestor may leave a message on an automatic telephone answering device. Most requests are taken by phone, although many users with several requests at a time mail them in. A few users deliver their requests in person.

The requests.--Requests for books and journals published in all languages and countries, and for xerox copies of articles for which the user is charged 7¢/page against a campus account number, are transcribed onto a preprinted form (see Attachment 2).

Although the majority of requests are submitted with sufficient information to enable the staff to find or verify the work readily, a great many require special sleuthing. For example: "I want a poem by Emerson, but I know only one line of it." "I want all the publications of ____; our department is interviewing him for a position." "I want a particular journal but I have only an abbreviated citation." "Give me all the works

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so-and-so wrote on a particular subject (so-and-so writes on many subjects)." "I was told about a recently published book on subject X; can you find it?" "Photocopy any biographical information you can find about ____; she is visiting our department." "Find me Sholom Alechem's epitaph."

Aside from the problems caused when a requestor misspells the author or jumbles the title, the most frustrating problems are those which occur when the requestor doesn't know that the book is part of a series, yet our library has provided access only by that series title.

Some requests result from citations the user obtained from computerized bibliographic search services available on this campus: MEDLINE and Center for Information Services (CIS), a computerized "current awareness" service emanating from UCLA.

The material is charged out to the requestor, who is then responsible for returning the books and for responding to recall and overdue notices.

Processing the requests.--The great majority of requests are processed within 48 hours, and most within 24 hours (see Workload Statistics, below). Since library locations from which material is to be retrieved and departments to which material is to be delivered vary widely from day to day and are always unpredictable, there is no set route for either retrieval or delivery. However, with the exception of rush requests, which are handled individually, requests are batched according to the work required: initial look-ups in author/title catalog or Serials Key Word Index, area of the campus for retrieval from branch libraries and delivery of material, articles for rapid copy, retrieval from Richmond Storage, etc.

"Holds" and "searches" are routinely placed when material is found to be in circulation to another borrower or temporarily missing. Since this results in our filling out charge cards twice (once to place the hold or search, and again when the material is available), they are counted as one request but two transactions.

Whenever the request cannot be filled within 48 hours, a report is sent to the requestor (see Attachment 3).

Deliveries are made to the departmental office that is open during normal working hours. Some deliveries are made on foot any time during the day, but most are made in the afternoon using our leased station wagon.

Cooperative arrangements with other library units.--We have a workable arrangement with General Reference Service, to whom we refer the more difficult citations our staff cannot verify; with Interlibrary Borrowing Service, to whom we refer, on request, items not at UCB; with Collection Development Office, to whom we send copies of most of the items not at UCB to consider for order; and with Acquisitions Department, which gives special attention to items "declared missing" by the Circulation Department. Also, the Library Photo Service handles the quarterly billings to departments for articles we have had photocopied by our Rapid Copy Service. Finally, the Delivery Service pages material for Interlibrary Lending Service from out-of-the-way branch libraries.

Pick-ups.--Arrangements with branch libraries were formalized so that any book would be accepted by any branch and forwarded through the library mails to the home location. This means that anyone in a building with a

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branch library can conveniently drop off a book at that library regardless of where the books belongs. Also, faculty in Dwinelle Hall were encouraged to use the bookdrop in the basement of Dwinelle, a facility many had not known about. In Barrows Hall, where we make deliveries daily, we routinely pick up books from departmental offices in Sociology, Business Administration, Political Science, and Economics. For those in other buildings, we pick up only when we are making a delivery to that location. Our original practice of picking up any book from anywhere upon telephone request proved too time-consuming and seriously detracted from the more needed work of getting material to the requestors, so it was abandoned.

To further alleviate some of the constraints in returning books (long walks carrying heavy loads, hunting for parking spaces, arriving when libraries are closed), we purchased a large bookdrop to be placed outside the library and to which a person could drive up and deposit books day or night. Unfortunately, the present staffing in the mail room is insufficient to handle the extra workload this would involve, but we look forward to working that out in the next year.

The delivery vehicle.--Most of the material is delivered in a large Chevrolet station wagon, rented from Central Garage. Since the car is too wide to go between the posts blocking campus roads, we spend an inordinate amount of time getting to campus buildings. Sometimes, going from one building to a nearby one entails leaving the campus through one exit and re-entering through another gate. Associate Vice-Chancellor Chenoweth, Central Garage, and the Library Business Office are working with us to find a smaller, more suitable vehicle.

4. The users

The service was used by 462 people from 111 campus departments. Calculating from figures supplied by the Chancellor's Office--which show that in the Fall quarter 1973 faculty and research academics, full- and part-time, totalled 2,725 persons (see Attachment 4)--nearly 17% of all eligible staff used the service at least once. A rough breakdown by position shows that 91% of users were faculty, 4% research, 3% librarians, 2% other (disabled students, non-academic classifications from such departments as Campus Personnel, University vice-presidents' offices and Cowell Hospital).

Departments with 10 or more staff using the service were the following:

Anthropology	11	History	23
Business Administration	14	Law School	14
Education	14	Library	12
Elec. Engrg & Computer Sci.	17	Near Eastern Studies	12
English	21	Political Science	11
Grad. Sch. Public Policy	10	Sociology	11

Departments with 5-9 people using the service were:

Architecture	8	Mathematics	5
Biochemistry	9	Mechanical Engineering	8
Chemistry	5	Medical Physics	6
City & Regional Planning	7	Optometry	9
Economics	8	Physics	9
Forest Products	7	Psychology	7
Geography	5	Public Health	7
Inst. Governmental Studies	5	Rhetoric	7
Lawrence Hall of Science	6	Social Welfare	6
Materials Science	5	Statistics	5

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The same figures with their totals are summarized in the table below.

Library Delivery Service: No. of Requests and Transactions
November 1973-June 1974

	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	YEAR TOTAL
No. Requests	598	476	937	887	1000	939	1246	922	7005
Duplicate Transactions	43	104	126	90	127	123	132	138	883
TOTAL TRANSACTIONS	641	580	1063	977	1127	1062	1378	1060	7888

A breakdown of figures for April, May and June 1974, as shown in the table of "Workload Statistics" on page 7, should give an idea not only of what is involved in searching for material, but also what types of problems the user--the sophisticated user, at that--can expect to face in trying to obtain material. For example, the figures show that the number of requests filled by sending the actual material constituted 65% of the total transactions. When one adds to that the number of requests filled by reports stating the item has been placed on hold or the item is non-circulating (both of which usually result in the requestor obtaining material), the figure jumps to 78%. At first glance, these percentages might be taken as a measure of "successful" responses to requests. However, such an interpretation would be misleading since a great many users regard the "no hit" reports (e.g., "not at UCB", "temporarily missing", "declared missing") as equally or even more valuable in terms of time and energy saved by the requestor.

6. Impact of the service on the UCB teaching and research community

In the absence of a formal study which would document the impact of the service on users and the library, we must for now rely on impressions gained from the countless unsolicited written and telephone comments received from users and on tentative interpretations of workload figures. Written comments, ranging from very brief to lengthy memos, were received from 80 users. The sum of their evaluations is clearly that the service is a valuable addition to existing library programs.

"I regard your service as one of the most significant aids to scholarship developed at the University."

"I would like to commend you on the excellent and valuable service you are providing with the 'BAKER' journal retrieval system. It is the most impressive operation in our entire library."

"This system is by far the most imaginative and efficiently run one that I have encountered in any university."

"It is my opinion that the Cooperative Services Department is the only worthwhile library service I have ever received from the University Library system."

"This is the most wonderful innovation, efficient, time-and-labor-saving, to have hit the University in the more than 20 years I've been doing research here."

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None of the comments received were adverse. Aside from those which simply expressed gratitude that the service exists, the ones that articulated reasons for their enthusiasm generally fell into one of the following categories:

SAVES TIME; CAN NOW SPEND MORE TIME WITH STUDENTS AND RESEARCH

"It has enabled me to bring needed bibliographical items to the attention of my classes as soon as I become aware of them."

"It really saves me a lot of time to be able to make one phone call and get information and material delivered to our Division office ...and the time I save in going to and from the various libraries can then be more effectively used in working with students, doing research, etc."

"I've been preparing teaching materials for an elementary course, using books and journals from many different disciplines--and therefor library branches. You have saved me endless hours of frustration."

"I appreciate especially the forms received when a book is unavailable showing where it is or how it might be obtainable. This saves me numerous hours for study and writing."

THE SERVICE IS AN EFFICIENT AND COST-EFFECTIVE USE OF UNIVERSITY FUNDS

Not only does the service save the user time simply because it is performing work the user would otherwise have to do, but since the staff operating the service are specially trained in the use of the library, they accomplish the same work in less time than the faculty.

"In sheer economic terms it means that I am, or an assistant would be, freed from having to spend hours in the library locating research materials, making out call cards, keeping track of holds, carrying journals to the xeroxing dept., etc. The Cooperative Services' experts seem to do this in much less time than it took me...Now I can concentrate on the complex work of organizing the data obtained."

"Cooperative Services has been immensely helpful and quick. Even the archane (sometimes Arabic language) materials I use have been ferreted out without delay."

"In a current project I've had to dig out two sets of books. I've been delaying the task for months. Then BAKER appeared, and it was magic."

"Many of us who are pressed with severe teaching loads and administrative duties find it exceedingly difficult to locate a journal, find a working copier, make a copy of the article and return the journal on a tight time schedule. Nor does it make sense for the State to pay our salaries to stand in line with students and struggle to locate materials that individuals trained in the art can do considerably more efficiently."

"It is not a luxury but an urgently needed necessity so that the library can more efficiently and economically serve faculty needs."

The Delivery Service staff, processing an average of three requests per hour (which includes all activities from recording the request, through verifying, searching, retrieving, submitting holds, xeroxing, etc., to and

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including delivery of material to campus offices) earns $3.31 per hour; faculty earn an average of $10.75-$14.33 per hour.[1] Assuming faculty would take the same amount of time as the Delivery Service staff to do the same work, the University realizes a savings of from $7.44 to $11.02 per hour, or from $2.48 to $3.67 per request.[2]

THE SERVICE HAS MADE LIBRARIES HERETOFORE UNFATHOMABLE A VALUABLE RESOURCE

This comment was made not only by regular faculty, but also and especially by visiting staff who were saved the "get-acquainted" time it normally takes to find one's way through this large system.

"As a newly appointed Assistant Professor...the amount of time the new service has saved me is enormous. Ordinarily I should be having to try to understand the complexities of a large library system at the same time as I am trying to become accustomed to writing papers and lectures efficiently. Instead, I have not had to spend many hours searching for journals and books in the various libraries..."

"Especially during the first months in the U.S. for a foreigner like me who was not familiar with all the possibilities of searching for a publication, a service like yours can be of very valuable help."

"For the first time since I have been at Berkeley (four and a half years), I now feel that the Main Library is a usable research resource, rather than the hindrance it has so frequently seemed to be. It isn't just the fact that BAKER somehow seems to find most of the books. What is important is that BAKER has greatly improved my morale about the library situation in general...The fact that staff members are now working actively to find books and are taking responsibility for finding them, is a great and refreshing step forward."

"There is one library on the Campus, which shall remain unnamed in this letter, that fails to function acceptably for faculty use. The Library Delivery Service makes this Library useful again."

THE SERVICE IS AN OASIS OF COURTESY AND EFFICIENCY IN THIS LARGE ORGANIZATION

From the workload figures one can see that a large number of requests are never filled with the actual material, but only with a report explaining the reason. It is this knowledge of the reason for the delay or for not filling the request, together with our willingness to process thoroughly even the vaguest requests, that probably makes for a happier customer.

"It is very seldom that one finds such a high level of competence and willing cooperativeness in a large bureaucratic organization such as ours."

"I am most grateful to you for your infallibly courteous and efficient

---

[1] According to figures obtained from the Chancellor's Office (Hugh Scott, Budget Analyst in the Office of Budget and Finance), the approximate mean annual salary for 1974/75 ladder faculty is $22,440. (No median figure was available.) This is a range-adjusted figure from the 1973-74 mean annual salary of $21,300. The converted hourly rate is $10.75 when calculated on a 12-month year, and $14.33 for a 9-month year.

[2] These figures do not include the overhead costs of an Associate Librarian and LAII salaries, rental of a vehicle, and supplies.

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service on the telephone."

"Your searches are diligent and comprehensive, deliveries speedy and courtesies a blessing."

7. Proposals for formal evaluation of the service

Now that the service is operational, we are in a position to measure its effect on the campus community and on the library through objective studies. Possible studies are:

a. Questionnaire administered to a random number of users to determine satisfaction with service (extent and reasons); estimate of time saved (how much time it takes faculty to do the same work, how they use the time saved); effect on their use of the library (do they use it more? differently?); weighted assessment of components of the service (e.g., finding material, xeroxing articles, reports, delivery); suggestions for improvement. Such a questionnaire should factual information such as: faculty or research rank, availability of research assistants, how many classes taught and how many students, how the user learned about the service, how many times used and when first started.

b. Survey of sample departments (e.g., one in social sciences, one in physical sciences, one in humanities and one research institute) to assess impact on the campus as a whole. Through written questionnaire or personal interview, determine the number in the unit who normally use the library; of those who do not, why; of those who normally use the library, how many use the service; of those who do not use the service, why; comparative use of the library by those who use the service and those who do not.

c. Taking advantage of workload figures and data obtainable from the filled requests, we might isolate areas of library use and analyze their implications on our collection policies, technical services practices, etc. For example, what per cent of time is material not at UCB or out to another borrower or temporarily missing? To what extent is a user from a particular academic discipline likely to use more than one library?

9. Budget

With an allocation of $25,000, the 1973/74 expenditures were as follows:

	Staff	
	$10,694.87	G.A., Nov.-May
	1,600.00	G.A., June estimate
	4,535.99	LA-II, part- and full-time, Oct.-June
	2,175.25	Assoc. Librarian, quarter-time. Nov.-May
$19,066.11		TOTAL STAFF
	Equipment	
	$ 1,176.18	Office furniture
	1,195.72	Typewriter and bookdrop
$ 2,371.90		Total equipment
790.95		Vehicle rental
151.32		Supplies, typewriter maintenance, photo service
$22,380.28		TOTAL EXPENDITURES

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Approximately $2600 (final June expenditures are not yet available) will be carried forward for use in the next fiscal year.

Since the budget allocation of $25,000, intended to stretch over a 12-month period, was diminished in eight months to about $2600, the service will surely need more than $25,000--perhaps another $4000-$7000--to operate for an entire fiscal year. As funds are expended in 1974/75, the Library administration will be kept apprised so that special additional funding may be sought if needed. Based on our experience in 1974/75, we should be able to project more accurately future ongoing budget needs. At minimum we can expect the following:

$20,400	G.A. student assistants, given current workload and hourly pay. Figure should increase as workload and pay rates increase.
7,200	1 FTE, LA-II
1,200	Delivery vehicle rental
200	S&E
$29,000	Total

We had thought that the summer months might be a slow period for the service when we could save on G.A. hours. However, at the writing of this report in the third week of July, workload figures indicate that the summer will be as busy a time as ever, if not busier. The total number of transactions through 19 July were 961, with the week of 8 July having the most requests of any week since the service began. This no doubt is in part a result of the distribution among new faculty of a bookmark publicizing the service, which we plan to circulate again at the beginning of the Fall quarter (see Attachment 6).

B. Other Activities

While the major activity of Cooperative Services by far is the Delivery Service, a word should be said about other activities of the department.

CIS.--As coordinator of the Berkeley campus CIS (Center for Information Services) program, a computerized literature search service provided by the Center at UCLA, Anne Lipow scheduled meetings (workshops, training sessions) for UCB profile analysts with CIS staff from UCLA and/ or Jo Robinson, CIS representative at the Institute for Library Research; referred interested faculty to campus profile analysts; and disseminated information from the CIS office to UCB analysts as well as feedback from the analysts to the CIS office. Also, a file was developed for use at the General Reference Desk of such services that exist throughout the country.

Clearinghouse.--Stephanie Rogers maintained the state-wide file of expensive monographic purchases which was available for consultation by contact people on each of the campuses who wanted to avoid duplication if another campus was buying the item. The Clearinghouse is being expanded to include serials and will be transferred to another Library department.

Referral Service.--Because BAKER proved to be an effective number to call for certain library requests, it was taken for granted by many users (and people not eligible for the Delivery Service) that BAKER could be called for assistance with all library problems. Where we could not easily

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VANDERBILT TELEVISION NEWS ARCHIVE
Joint University Libraries
Nashville, Tennessee 37203
Telephone: (615) 322-2927

4-1-78

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VANDERBILT Television News Archive

The Vanderbilt Television News Archive, administered through the Joint University Libraries of Vanderbilt University, Peabody College, and Scarritt College, maintains a videotape collection of the evening newscasts of the three major commercial television networks--ABC, CBS, NBC. Begun on August 5, 1968, this collection grows daily as these news programs are broadcast from local stations in Nashville, Tennessee, and are recorded off the air by the Archive. The purpose of maintaining this collection is like that of maintaining newspaper collections: to preserve the reporting of today's news for reference, research, and study tomorrow and later.

The Collection

The collection consists of several thousand hours of news broadcasts, with at least seven and a half hours added each week. Besides the evening newscasts, it includes such additional material as Presidential speeches and press conferences, political conventions, Senate and House hearings (notably the Watergate hearings and the impeachment debates), and the like.

The tapes are available for study either within the Archive or through lending of tape duplicates for use outside the Archive. Charges depend on the

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extent of use and type of service, and on the relationship of the user to the three institutions primarily served by the Joint University Libraries. For students, faculty, and staff of Vanderbilt, Peabody, and Scarritt there is no service charge. Charges for others are noted elsewhere in this brochure.

The entire collection of evening news broadcasts in the Archive is indexed. The indexing is based on descriptive abstracts of the news items, designed for their retrieval from the tapes. Since January, 1972, these indexes and abstracts have been published on a monthly basis in the Archive's publication *Television News Index and Abstracts*, the index section of which is cumulated annually. Indexes and abstracts for the news items on broadcasts from August 5, 1968, through December 31, 1971, exist at the Archive, with publication of these anticipated in the near future.

Television News Index and Abstracts, approximately 500 copies of which are circulated each month, is currently being distributed at no charge, on request, to libraries and institutions and to individuals engaged in continuing television research for teaching and publication. Microfilm of back files of the publication may be purchased at a cost of $120 a year.

Characteristics of the Recordings

While the master recordings have been made on Ampex one-inch helical scan recorders, in black and white, use copies are also available for half-inch EIAJ-1 players and three-quarter inch U-Matic cassette players. As the Archive attempts to stay abreast of technological developments, other formats, such as half-inch cassettes, may be available; the user should inquire.

Beginning January 1, 1971, the videotape of each broadcast has been marked, in the recording process, with the initials of the network, the date of the broadcast, and the Nashville time (at ten-second intervals) of the receipt of the image from the air. This information, which appears at the top of the screen, greatly facilitates reference to the tapes and aids in particularizing documentation for studies based on the collection.

In its lending of tapes, the Archive renders several different services. Tapes may be borrowed either as duplications of the entire broadcasts or as compilations of items from several (or many) broadcasts germane to particular studies. These compilations consist of items specifically selected by the user, duplicated in their entirety and separated by brief intervals of blank tape. Especially with respect to longer studies, compiled tapes usually represent a saving of time and expense to the user. Besides lending videotapes of the material in the collection, the Archive also makes available audio-only tapes, either as full broadcasts or as compilations.

Terms of Use

The Vanderbilt Television News Archive is a research collection, and users agree in writing not to rebroadcast material from the Archive and not to duplicate it in any respect on audiotape, videotape, or motion picture film. Users are asked to describe the manner in which the tapes are to be used, and in cases judged by the Archive to be public showings, agree to have a representative of the Archive present, at the expense of the user, to assure accuracy of statements regarding the Archive. All tapes leaving the Archive are on loan; nothing is sold. The borrower agrees to pay a raw tape replacement cost for any tape damaged in the course of use. Tape format determines replacement value.

Charges for the various services rendered by the Archive are as follows:

$30 per tape hour of compiled material, video or audio (half hour minimum)
$15 per tape hour duplicated video (half hour minimum)
$5 per tape hour of duplicated audio (half hour minimum)
$2 per viewing hour of tapes, in the Archive
$.10 per page of photo copied print materials (not-yet-published or out-of-print indexes and/or abstracts)
Shipping charges are borne by the user.

While the staff of the Archive will assist users with procedural matters pertaining to their research, the Archive does not make written transcripts of the broadcasts, and can only undertake limited research of a reference nature. Users must do their own research in selecting items to be viewed, duplicated, or compiled.

Copyrights

The General Revision of Copyright Law (Public Law 94-553), in provisions effective January 1, 1978, includes specific references to copyrights in audiovisual works and to the archiving of television news broadcasts by archives such as the Vanderbilt Television News Archive. Users of the Archive should be advised that some of the materials in the collection contain a notice of copyright and be guided by the provisions of the statute in using materials from the Archive.

Administration

The Archive is directed by a committee of three named by the Chancellor of Vanderbilt University on authorization of the executive committee of the University's Board of Trust. Chaired by Robert A. McGaw, secretary of the University, the committee includes Frank P. Grisham, director of the Joint University Libraries, and Paul C. Simpson. Mr. Simpson, the originator of the collection, serves as an unpaid administrative consultant. James P. Pilkington is the administrator.

In addition to the administrative committee, a University committee serves in an advisory capacity on academic matters.

The Archive is supported by grants and contributions made to Vanderbilt University for this purpose. It is a not-for-profit service of the University, available to anyone having need of the tapes for purposes of reference, research, and study.

Georgetown University Library

AV DEPARTMENT PUBLIC SERVICES

Media carrels	Monday - Friday 9:00 am - 10:00 pm Saturday 10:00 am - 5:00 pm Sunday 1:00 pm - 10:00 pm
Audiotape production	Monday - Friday 9:00 am - 5:00 pm
Film rentals (free)	Monday - Friday 9:00am - 5:00pm
Photography and graphic production	Monday - Friday 9:00 am - 4:30 pm
Videotape production and editing	Monday - Friday 9:00 am - 5:00 pm

Audiovisual Departmental information may be obtained by calling extension No. 4123

Photographic and graphic production information may be obtained by calling extension No. 4010.

AV SOFTWARE (PROGRAM) COLLECTION

All AV software is listed in the main card catalog located on the third floor as well as in the AV catalog located on the first floor.

The software collection includes: Audiotapes, films, filmstrips, microforms, multimedia kits, slides, videotapes and transparencies.

AV SOFTWARE (PROGRAM) CIRCULATION PROCEDURES

All AV software may be circulated on a daily basis through the AV dept. with the exception of microforms and videotapes which are circulated within the library only.

Reservations to secure software should be made with a minimum of two weeks prior notification. A valid faculty I.D. card is necessary to charge out AV software.

AV SOFTWARE (PROGRAM) RESERVE

Faculty members can request that software be placed on reserve in the AV department. A reserve form should be filled out at the AV desk at least two weeks prior to the first day of reserve.

AV HARDWARE (EQUIPMENT) LOANS

The AV department maintains a sizable amount of new AV equipment that is loaned on a daily basis to faculty members needing such equipment for educational purposes.

Reservations to secure AV equipment should be made with a minimum of two weeks prior notice. A valid faculty I.D. card is necessary to charge out AV equipment.

AV DEPARTMENT FACILITIES

MEDIA CARRELS

070

The AV department maintains thirty-two media carrels in which any member of the university community can utilize any of the following software: audio and video

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dial access programs, audio and videotape cassettes, sound-slides and sound-filmstrips.

The media carrels may be used upon presenting a valid I.D. card and signing in at the AV desk.

MEDIA CLASSROOMS

The AV department maintains two classrooms that are fully equipped for AV presentations. The faculty is urged to use these rooms for media.

Reservations to secure the media classrooms should be made with a minimum of one month prior notification.

MEDIA LISTENING BOOTHS

The AV department maintains six stereo listening booths in which any member of the university community can listen to AM/FM radio stations, AV department music or spoken tapes, or their own stereo records or tapes. The booths are popular and are operated on a first come, first served basis.

The listening booths may be used upon presenting a valid I.D. card and signing in at the AV desk.

DISPLAY CASES

The AV department maintains three display cases in the third floor lobby. These cases can be used by the university community for educational displays. The AV department will assist in placing displays in the cases.

The display cases are assigned on a weekly basis and reservations should be made well in advance of the estimated use date.

EDITING ROOM

The AV department maintains an editing room for faculty and students to edit their videotape projects.

The editing room should be reserved a minimum of two days in advance of its use. It may be used upon presenting a valid I.D. card and by signing in at the AV desk.

PREVIEW ROOM

The AV department maintains a preview room for the faculty to preview films from the AV department collection or films that the AV department has rented for faculty use. It is recommended that all films be previewed prior to presentation.

Since the preview room is also used by students for viewing films they missed due to class absence, it is recommended that a reservation be made to secure the room at least two days in advance of use.

For a more detailed discussion of how the Audiovisual Department can benefit and serve you best, contact Mark Cohen, Director of the Audiovisual Department at extension No. 4306.

University of Minnesota
August 1976

Library Services and Resources available to Visually Impaired Users

University of Minnesota
Twin Cities Campus
August 1976

072

This brochure offers useful information to library patrons with visual handicaps. The services listed below are designed to provide better opportunity to use the University Libraries' resources. Services listed below according to their location on the Twin Cities campus. For any questions regarding these and other services, the Reference Department in Wilson should be consulted.

WILSON LIBRARY

Facilities:

A soundproof study room is located in the Listening Room on the 4th floor of Wilson. (Rm. 423). It is available on a reserve and walk-in basis. To reserve, call Deborah Burke at 373-9923.

Study room hours:

Mon-Thurs.....8:30-8:00PM
Friday.....8:30-5:00PM
Saturday.....12:00-5:00PM
Sunday.....1:00-5:00PM

Equipment Available:

1. The Reference Department has several types of magnifiers, including stand-

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type and hand-held ones to assist readers.

2. The Listening Room contains a variety of audio equipment. Cassette players at regular 1⅞ ips and slow playing 15/16 ips are available in the Listening Room.

Tours: Special tours of Wilson can be arranged by contacting the Reference Department.

WALTER LIBRARY

Facilities:

A study room is located in the Learning Resources Center on the 2nd floor of Walter Library. It is available on reserve or walk-in basis. To reserve, contact Robert Estelle at 373-5195.

Study room hours:

Mon-Thurs.....12:00-10:00PM
Friday.....12:00-5:00PM
Saturday.....9:00-5:00PM
Sunday.....1:00-10:00PM

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Equipment:

1. There are cassette players for both standard speed (1⅞ips) cassettes and slow playing (15/16ips). In addition, microphones, tape decks and recorders are all available in the Learning Resources Center.

2. The Education Library has magnifiers both stand-type and hand-held. Call 373-3841 for exact description.

BIO-MED LIBRARY
(Diehl Hall)

Facilities:

The library's conference room is available on reserve basis for up to two hours. Because of very limited facilities in the Bio-Med library this room is used by a number of groups. It should be reserved in advance by calling Jessie Richardson at 373-5584. Audio equipment should be provided by the student.

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Study room hours:

Mon-Friday.....8:00AM-11:00PM
Saturday.....8:00AM-5:00PM
Sunday.....2:00-10:00PM

Equipment:
Hand-held magnifiers are available.

ST. PAUL CAMPUS LIBRARY

Facilities:
The Conference room on the third floor is available on a walk-in and reserve basis. It is advised, however, to reserve the room in advance by calling reference at 373-0903.

Study room hours:

Mon-Friday.....1:00-9:00PM

Equipment:
1. Tape players and cassette players (1⅞ ips) are available.

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2. The library has both stand-type and hand-held magnifiers.

****

MAGNIFIERS

Several different types of magnifiers are available on the Twin Cities campus.

1. Stand-type magnifiers: these are large, stand magnifiers, approximately 2X in strength. They are manufactured by Edna-lite Corp. and are located in the Reference Departments of Wilson Library, Education Library, and St. Paul Campus Library.

2. Hand-held magnifiers: There are small circular ones (Selsi 404) which have 5X magnification, as well as a variety of hand-held rectangular models.

The Reference desk at Wilson or the service desk at other library units should be consulted to find out where these mag-

5.

077

nifiers are available. The combination of these three types of magnifiers are intended to provide patrons having various visual impairments with a wide range of possible use.

BRAILLE AND LARGE PRINT MATERIALS

Reference tools in braille and large print are not being purchased at the present time for several reasons. One reason is the scarcity of good, up-to-date material in either of these media. Wilson Library has a large print dictionary, and braille dictionaries are available to students through other channels. Other agencies, such as Minnesota State Services for the Blind the Library of Congress Division for the Blind and Physically Handicapped are responsible for circulating much of the material available in these media. Moreover, the public and county library systems in the Metropolitan area maintain extensive large print collections, so it is not practicle for the University to duplicate these resources at this time.

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078

There are a few large print books in the collection--mostly in the literature section (800's) of Wilson Library. To determine whether a book is in large print, look up the title in the card catalog or browse through the stacks in the oversize book area (the second line of the call number will be preceded by a "q").

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AUDIO RECORDINGS AND EQUIPMENT

This resource constitutes the most extensive library resource adaptable to the special needs of those with visual impairments. There are 3,000 to 4,000 different tapes, tape cassettes, and phonograph records located throughout the library system. The largest concentrations are in the Music library (first floor, Walter), the Listening Room (fourth floor, Wilson), and the Learning Resources Center (second floor, Walter).

The Music library: Has primarily music recording, along with standard phonographs and reel-to-reel tape recorders. For information on hours and specific equipment, call 373-3438.

The Learning Resources Center: The tapes for language courses, slide presentations for art history courses, video tapes of courses offered for credit on television, and other non-book resources are housed here. Equipment includes standard cassette and reel-to-reel tape recorders as well as a slow-playing (1⅞ ips) cassette player on loan from State Services for the Blind.

Any student for whom video or audio tape would be an aid in school work because of a handicap is invited to inquire at the Center. The Center will copy tapes for a student with a handicap or make arrangements for recording new tapes.

OTHER SUGGESTIONS

Students who have difficulty in reading the cards in the card catalog should ask for assistance at the service desk. In Wilson library, the Catalog Information desk in front of the card catalog serves this purpose.

If a student has difficulty in obtaining books from the stacks, he or she should ask for assistance--in Wilson at the Circulation Desk, and in other library units at the service desk.

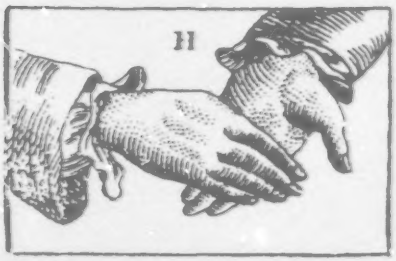
The four study rooms that visually handicapped students have priority to use provide an excellent opportunity for study between classes, either alone, with a reader, or with other students. If a student is taping class lectures, the rooms can be used to review them, along with class notes that have been taken.

These study rooms also allow greater ease for using reserve materials, or for any other studying that requires the use of audio media.

While there is no set policy regarding extended time periods for reserve materials, or sending a book from one library to another, librarians are usually very accomodating.

If there are any special services you would like that are not included here, ask a librarian. It is likely that arrangements can easily be made to meet your needs.

The Library Center for the Handicapped



Library Center for the Handicapped
4D61A Ellis Library
University of Missouri-Columbia
Columbia, Missouri 65201
314 882-3394

MISSOURI

Location

The Center is located on the Fourth Floor, East Wing of the Ellis Library. The office of the Coordinator is in room 4D61A.

Function

As a part of the Ellis Library Information Services division, the Center specializes in facilitating the use of resources available through the UM-C Library system. Services are available to all handicapped students, staff and faculty members.

Services

The Center offers numerous library-related services. These include bibliographic searching and retrieval, access to the Library's reprographic services, including photocopying, and extended reference services. In addition, the Center coordinates programs to obtain textbook recordings either from Recording for the Blind, the Library of Congress, National Library Services, and similar organizations, or through the Missouri State Penitentiary transcription program. The Center also coordinates efforts to obtain volunteer services or refers these to other agencies.

Equipment

Several categories of equipment are available in the Center. Cassette and reel-to-reel tape recorders may be checked out for a semester. Other equipment, which is for Library use only, includes typewriters, a braille typewriter, a large print typewriter, Perkins braillers, a modified calculator with a braille print-out, and a talking calculator. The Optiscope, two closed circuit television magnifiers and an Optacon are among the prosthetics available to the visually impaired through the Center.

Special Format Materials

In addition to a small reference collection of materials in braille for use in the Library, the Center has a collection of over 150 titles in braille. Recordings on disc or tape are housed in the Recorded Sound Collection.

Study Rooms

Five rooms: 4F41, 4E61, 4D61B, 4C51 and 4C51A, are open during regular Library hours. All are located on the Fourth Floor, East Wing of Ellis Library. Keys to the rooms are kept at the Guard's Desk at the front entrance. These rooms are for study, work with readers and use of the Center's equipment.

Telephone Services

Reference, referrals and special problems are handled by the Coordinator through the Center office. The phone number is (314) 882-3394.

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OBSTACLES TO PHYSICAL ACCESS

Systems and Procedures Exchange Center
Office of University Library Management Studies
Association of Research Libraries
Washington, D. C. 20036

Seriousness of Obstacles to Physical Access Services — Table 1

Dealing with Obstacles to Physical Access Services Created by:

- Size and Complexity of Shelving Systems — Figure 1
- Misleading Location Information — Figure 2
- Decentralization of Collection — Figure 3
- Condition of Stacks — Figure 4
- Delays in Re-shelving Process — Figure 5
- Delayed Searches for Missing Materials — Figure 6
- Materials at the Bindery — Figure 7

Table 1
Seriousness of Obstacles to
Delivery Services in Research Libraries
Data Collected from SPEC Services Survey

	Total Weight of Obstacles	Rank of Weights
Size and Complexity of Shelving Systems	117	1
Misleading Location Information	108	2
Decentralization of Collection	103	3
Condition of Stacks	104	4
Delays in Re-shelving Process	92	5
Delayed Searches for Missing Materials	90	6
Materials at the Bindery	84	7

See Figures 1-7 for complete description of obstacle as it appears in SPEC Survey.

FIGURE 1 (Continued)

LIBRARY	SPECIAL PROCEDURES OR TECHNIQUES DEVELOPED TO ALLEVIATE OR COMPENSATE FOR THIS OBSTACLE
Indiana University	Undergraduate library -- displays, handouts, orientation program, etc. Government Publications -- map in department's manual; map on wall near door, with shelving areas color coded and color codes continued on ends of stacks. Situation of card catalog and primary indexes next to reference desk makes them into "traps" for catching patrons and offering to help. Biology -- placed all of our items in call number order (Sept. 1975) rather than having serials shelved alphabetically. Serials -- Serials Cataloging responsibilities include: location stamps on cards, other "location-type" notes, keeping transfer location information up-to-date on cards.
University of Iowa	Maps are available for most collections.
Iowa State University	Library has posted floor plans at key locations throughout the General Collection area. These floor plans show arrangement of holdings by call number identification and color coding. Also posted are location charts which show the call number, subject content and location by floor or tier.
Johns Hopkins University	Improved graphics; better trained staff in the evening and on weekends (but not sufficient to tackle the problem).
Joint University Libraries	There are color-coded charts to be used as locators.
University of Kansas	Have made some attempts with signs but building configuration is so complicated that signs are difficult to understand.
University of Maryland	The opening of the undergraduate library (1972-73) to some extent relieved pressure, as users of other campus libraries may be presumed to be on the whole more knowledgeable about libraries (and therefore less easily confused) than beginning undergraduates.
University of Massachusetts	Continual efforts on graphics (including flyers); continual efforts to sensitize staff to users' need for help, directions, etc.
Massachusetts Institute of Technology	Provision of locational information is a routine function of staff.
University of Michigan	A new system of graphics has been developed for wide distribution throughout the Graduate Library in prominent places where traffic patterns dictate posting. Personnel at key service desks are normally on duty at all hours of opening to provide assistance.
Michigan State University	Contemplating expanding search service to include immediate book location assistance.
University of Minnesota	Floor plans located on every floor. Library collections and prefix library locating guides placed adjacent to the public card catalog and in the book stack area.
National Agricultural Library	Directories of the stacks and the main reading room are posted for the user's convenience. The formats are such that revisions are easy to accommodate.
National Library of Medicine	Closed stack library

FIGURE 1

DEALING WITH OBSTACLES TO PHYSICAL ACCESS SERVICES

CREATED BY THE

SIZE AND COMPLEXITY OF SHELVING SYSTEMS

(Data Collected from SPEC User Services Survey Conducted in November, 1975)

The size and complexity of research libraries frequently make the location of materials difficult for users. The problem is often intensified by unclear graphics, the reluctance of users to ask for assistance, and the small number of available staff at off-peak hours.

LIBRARY	SPECIAL PROCEDURES OR TECHNIQUES DEVELOPED TO ALLEVIATE OR COMPENSATE FOR THIS OBSTACLE
University of Arizona	Better graphics are being planned for the new library. Information desks have been established in the lobbies.
Arizona State University	Relatively simple building and magnificent new signs.
British Columbia University	Information and Orientation Division established several years ago. Supervises service at central information desk and coordinates graphics production for library system.
University of California/ Berkeley	Catalogue Information Desk. Recent new "graphics" (directional signs) improve the situation.
University of California/ San Diego	We have installed several thousand dollars worth of new graphics in the main library and two branches.
Universi of California/ San Barbara	Posted floor plans, directories, brochures.
Case Wes rn Reserve University	Orientation program. More location and instructional signs. Plans to prepare video tapes on areas and resources in the library.
Universit of Connecticut	Established information desk -- full-time staff at all hours. Some improvement in signs, maps, etc.
Dartmouth University	Library instructional programs.
University of Florida	Graphics
Harvard University Frances Loeb Library	Detailed floor plan; users do not always copy complete correct location symbols, however.
John Crerar Library	Due to extremely crowded physical quarters, much of our material is in closed stacks not accessible to the general public. The materials are in storage stacks not susceptible to browsing. We attempt to overcome this obstacle by giving limited stack access to persons who have genuine need to consult large amounts of materials in those areas. We also have some older materials in warehouse storage some distance from the library. We attempt to provide reasonable service access to those materials by semi-weekly trips to the warehouse to get needed materials.

FIGURE 1 (Continued)

LIBRARY	SPECIAL PROCEDURES OR TECHNIQUES DEVELOPED TO ALLEVIATE OR COMPENSATE FOR THIS OBSTACLE
University of Nebraska	Sign project (red plastic signs); better labels on range finders; give away floor plans.
New York Public Library	No public access -- stacks maintained and serviced by staff.
New York State Library	Closed stacks.
Northwestern University	Graphics with color coding; bookmarks with stack directory.
University of Notre Dame	Orientation lectures, location signs; proposed floor plan for each level.
Ohio State University	Good graphics planned in remodeling of Main Library which is currently in progress.
Oklahoma State University	Printed guides are available to users in the general reference area.
University of Pennsylvania	Provide orientation tours, working with University on graphics concept for entire building; publish Library Guide.
Pennsylvania State University	Color-coding on shelves and marker/directional signs, electronic location board in main lobby.
University of Pittsburgh	We prepared a modest handout of the floor plan of a stack area.
Southern Illinois University/ Carbondale	We have a library handbook and provide orientation tours for classes. We use specially trained student assistants to help with reference at off hours.
Stanford University	In 1975-76 establishment of an internal "Graphics Service"; preparation of more guides and brochures and the development of more teaching aids, such as slide-tape presentations.
Syracuse University	Improved graphics design is in progress.
Texas A & M University	A Public Catalog Information Desk at a central point staffed on rotation by virtually all faculty/ staff.
Tulane University	Graphics in building appear adequate, but location guides are distributed widely in the building.
University of Utah	We are developing a graphics system to aid users in deciphering our Subject Divisions; this includes an information center with the overall plan of the building and other programs to assist users. As patrons became accustomed to our organization the difficulty is greatly mitigated.
University of Virginia	Signs Committee responsible for directional aids.
Washington University Libraries/ St. Louis	Continuous up-dating of stack guides; individual floor display cases which contain stack patterns and classification guide.
University of Washington/Seattle	Students were assigned to a station on each floor in the main library for the purpose of assisting users in locating materials. Budget reductions forced us to discontinue service.
Wayne State University	A "computerized" location file for all items "out-of-location" other than circulation.

FIGURE 2

DEALING WITH OBSTACLES TO PHYSICAL ACCESS SERVICES

CREATED BY THE

MISLEADING LOCATION INFORMATION

(Data Collected from SPEC User Services Survey Conducted in November, 1975)

The rapid growth of collections, changes in academic interests or terminology, the refurbishing or renaming of buildings in which collections are shelved, the temporary transfer of materials without proper notation, and the practice of using prefixes and suffixes in classification schemes as location guides all conspire, over a period of time, to encourage the accumulation of misleading location information in the card catalog.

LIBRARY	SPECIAL PROCEDURES OR TECHNIQUES DEVELOPED TO ALLEVIATE OR COMPENSATE FOR THIS OBSTACLE
University of Arizona	The Catalog Department has developed an extensive program to provide stamped locations as part of call numbers on catalog cards. The daily circulation list on microfiche gives locations of all reference books.
University of British Columbia	Card catalog is divided into author/title, subject and location files. Location information is relatively easily revised in central location file. In addition, temporary relocations are reflected in an automated circulation system maintained on a daily basis.
University of California/ Berkeley	Questions regarding interpretation of location symbols are answered by the General Reference Service and by the Catalog Information Desk.
Case Western Reserve University	Guides to location symbols on catalog cards; amalgamation of the collection; conversion of closed stack storage area to open stack.
Harvard University Fine Arts Library	All call numbers of books not in this library have been erased and the name of the library or collection in which the material is located has been substituted.
Harvard University Frances Loeb Library	Cards are weeded and corrected frequently (when filing checked for example).
Indiana University Library	Music -- revision of book and score catalog completed. Record catalog has not yet been started. Circulation -- have a list of catalog markings available at the Circulation Desk, complete with explanation. Serials -- ormal policies and set procedures were established for serials transfers, coordinating all operations. Also, a temporary card is filed in the Public Catalog when card is removed for changes. Also, Indiana University has a "traveler system" for serials: a duplicate card is made for the Public Catalog at the time a serial is cataloged. The duplicate card is filed in the Traveler file, Serials Dept., updated and replaces card in Public Catalog which in turn files in the Traveler File.

FIGURE 2

DEALING WITH OBSTACLES TO PHYSICAL ACCESS SERVICES

CREATED BY THE

MISLEADING LOCATION INFORMATION

(Data Collected from SPEC User Services Survey Conducted in November, 1975)

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University of California/ Berkeley	Questions regarding interpretation of location symbols are answered by the General Reference Service and by the Catalog Information Desk.
Case Western Reserve University	Guides to location symbols on catalog cards; amalgamation of the collection; conversion of closed stack storage area to open stack.
Harvard University Fine Arts Library	All call numbers of books not in this library have been erased and the name of the library or collection in which the material is located has been substituted.
Harvard University Frances Loeb Library	Cards are weeded and corrected frequently (when filing checked for example).
Indiana University Library	Music -- revision of book and score catalog completed. Record catalog has not yet been started. Circulation -- have a list of catalog markings available at the Circulation Desk, complete with explanation. Serials -- ormal policies and set procedures were established for serials transfers, coordinating all operations. Also, a temporary card is filed in the Public Catalog when card is removed for changes. Also, Indiana University has a "traveler system" for serials: a duplicate card is made for the Public Catalog at the time a serial is cataloged. The duplicate card is filed in the Traveler file, Serials Dept., updated and replaces card in Public Catalog which in turn files in the Traveler File.

FIGURE 2 (Continued)

LIBRARY	SPECIAL PROCEDURES OR TECHNIQUES DEVELOPED TO ALLEVIATE OR COMPENSATE FOR THIS OBSTACLE
Purdue University	Automated serials catalog helps with serials because location symbols can be automatically updated.
Syracuse University	Established Information Desk. We are dependent on an informed staff.
Texas A & M University	The Public Catalog Information Desk.
University of Texas/ Austin	Attempting to recatalog material formerly transferred without being recataloged for new location.
Tulane University	Graphics.
University of Utah	Our patrons are fairly courageous about inquiring into the meaning of designations on catalog cards.
University of Virginia	Signs and guides.
University of Washington/ Seattle	Location information is maintained only in the location file which is in shelf list order. The information is accurate and up-to-date but it does require patrons to check an additional file when trying to locate books.

FIGURE 2 (Continued)

LIBRARY	SPECIAL PROCEDURES OR TECHNIQUES DEVELOPED TO ALLEVIATE OR COMPENSATE FOR THIS OBSTACLE
Iowa State University	Special "location catalog" for all titles shelved outside the General Collection; on-going project to remove old location in formation from author-title catalog.
Johns Hopkins University	Better trained staff with more information at a catalog information desk; increasing production of new cards with clear location information.
University of Kansas	Placing preprinted labels on catalog cards to indicate new locations. Will be reclassifying some materials.
University of Maryland	This is somewhat difficult to answer; at the moment it does not pose a serious obstacle; but we anticipate that it will become fairly serious as our main library fills and items must be transferred and/or stored. We recognize that during the years when we have this problem we must make a very strenuous effort to compensate for the obstacle -- publicity; signs; reference service; and possibly more delivery service.
University of Massachusetts	Systematic, long-range elimination of obsolete and incorrect locations.
University of Michigan	A unit of Technical Services is charged with updating these obsolete locations. Information on obsolete locations is, of course, included in directories, brochures, etc. Members of the cataloging staff serve from 8 A.M.-10 P.M. at an information desk at the central union catalog.
University of Nebraska	Solution depends upon completion of construction addition to main library, renovation of Love Library and substantial record changing.
New York Public Library	No public access -- stacks maintained and serviced by staff.
New York State Library	In process of combining sections of library collections into one collection for move to new building.
University of Notre Dame	Establishment of catalog editing department.
Ohio State University	Automated circulation system with accurate location information counteracts whatever erroneous information exists in the card catalog.
University of Oregon	Special committee on signs.
University of Pennsylvania	Began a catalog editing project October, 1975. Provide internal locations on circulation printout.
Pennsylvania State University	Reclassification, notice-boards, etc.
University of Pittsburgh	We are using a large, overhead sign in the card catalog area. In addition, we have a slide/tape presentation available for patron use in the card catalog area.

FIGURE 3

DEALING WITH OBSTACLES TO PHYSICAL ACCESS SERVICES

CREATED BY THE

DECENTRALIZATION OF COLLECTION

(Data Collected from SPEC User Services Survey Conducted in November, 1975)

Decentralization of the collection makes the provision of meaningful and manageable location guides challenging and the location of materials difficult. Physical distance sometimes causes further inconvenience to users.

LIBRARY	SPECIAL PROCEDURES OR TECHNIQUES DEVELOPED TO ALLEVIATE OR COMPENSATE FOR THIS OBSTACLE
University of Arizona	Library Guides. Many services will be centralized when the new building opens.
University of British Columbia	Central information and referral service from union catalog in main library. Various publications (i.e. Information Desk Update) to improve referral service. Truck delivery between branches/reading rooms and main library. Delivery service to faculty has been offered for years, but may be discontinued next year because of limited funds.
University of California/ Berkeley	Plastic jackets on certain main entry cards. Color guide cards for certain reserve materials.
University of California/ San Diego	Serials records lists locations. In process file covers two branches. Cards in main union catalog for branch library collections.
University of California/ Santa Barbara	Material in storage is paged on a regular daily schedule.
Case Western Reserve University	Division of the collection by subject between the main buildings of University Libraries.
Dartmouth University	Union serials lists in branch libraries; union card catalog in central library.
Harvard University Fine Arts Library	Published guides exist to the various libraries which are connected bibliographically by a central union catalog and messenger service.
University of Iowa	A union file is located in the main library. It is a University policy to discourage new departmental collections. The libraries consolidated six collections into one in the Health Sciences Library in May, 1974.
Johns Hopkins University	We mark catalog cards for materials in other-than-stock locations.
University of Kansas	We will have to reclassify materials to show right location.

FIGURE 3 (Continued)

LIBRARY	SPECIAL PROCEDURES OR TECHNIQUES DEVELOPED TO ALLEVIATE OR COMPENSATE FOR THIS OBSTACLE
Louisiana State University	Special hours and circulation of materials housed in Hill Library Annex.
University of Maryland	Where branches exist, we are attempting to identify them with academic divisions; as long as funds permit, we allow duplication of items in various branches; we are contemplating expanding our delivery service to include requests by individuals.
University of Michigan	Storage materials are delivered daily, except weekends, to the Graduate Library; intra-library loan service provides materials to users at libraries remote from Central Campus.
University of Minnesota	Book delivery system between libraries for everyone from Walter Storage to Wilson Circulation Desk. Microfilm copies of the Wilson Library's Union Catalog are available in various libraries in the system.
National Library of Medicine	Closed stacks.
University of Nebraska	Establishment of location of first copies by classification numbers assigned to main library and branches. Improved delivery service helps reduce inconvenience to users.
New York Public Library	No public access; location Guide available for staff.
New York State Library	Centralizing of collections in process.
Ohio State University[1]	Central bibliographic card catalog in main library; document delivery service.
University of Pennsylvania	Special seminar collections are flagged on the circulation print out.
Pennsylvania State University	Directional board/not a final answer.
Purdue University	Central catalog information service - separate telephone line to general library reference desk where information about location of copies, etc. is given.
Rutgers University	Intra-library loan, telefascimile.
Southern Illinois University/ Carbondale	One well arranged building has kept decentralization from being a great problem to date.
Stanford University	Stack guides with call numbers of materials in storage and Meyer Basement are posted everywhere in the stacks. Catalog cards have been jacketed to show books in storage. Some cards have been placed in the main catalog guiding people to the Government Documents Department for other publications of certain agencies.
Temple University	Ambler Hotline
Texas A & M University	A shuttle service for materials is planned.

FIGURE 3 (Continued)

LIBRARY	SPECIAL PROCEDURES OR TECHNIQUES DEVELOPED TO ALLEVIATE OR COMPENSATE FOR THIS OBSTACLE
University of Texas/ Austin	Three branch libraries and the main library will be consolidated in a new library building. Three small "departmental" collections have been transferred to other locations.
Tulane University	Graphics.
University of Utah	An improved system for "Library Guides" to various services and facilities and a new graphics system have helped. Orientation efforts emphasize subject divisions and that there is not a complete card catalog in each division. Serial locations are a major problem.
University of Virginia	Sci/Tech union catalog.
University of Washington/ Seattle	The location file provides the location information. It is possible to call some, but not all, of the units and request the delivery of material to a more convenient library location for pick up. Printed library guides are available to assist the users in becoming acquainted with the emphasis of the various units.

FIGURE 4

DEALING WITH OBSTACLES TO PHYSICAL ACCESS SERVICES

CREATED BY THE

CONDITION OF STACKS

(Data Collected from SPEC User Services Survey Conducted in November, 1975)

Inadequately lighted and overly crowded stacks, combined with mistakes in reshelving and infrequent shelf-reading often result in location difficulties for users.

LIBRARY	SPECIAL PROCEDURES OR TECHNIQUES DEVELOPED TO ALLEVIATE OR COMPENSATE FOR THIS OBSTACLE
University of Arizona	New library building and increased budget for stack attendants.
Brigham Young University	We have a constant problem with open stacks, but shelf reading is the best help.
University of British Columbia	Annual program to upgrade lighting in main stacks (one floor a year). Last year almost all staff participated in a summer shelf-reading project in Main. Problem is not serious elsewhere in the system.
University of California/ Berkeley	The Library has an ongoing (50 percent completed) program of lighting improvement in the main stacks. The entire stack is read once a year and certain areas 3 or 4 times a year.
University of California/ San Diego	We put extra efforts into reshelving at peak return periods.
Case Western Reserve University	Lack of funds prevents us from making the improvements we have defined.
Duke University	None except increased shelf-reading time and attempts to provide adequate directional information.
University of Florida	Intensified shelf-reading program.
Florida State University	This is due mainly to lack of sufficient student assistant funds to read shelves regularly and to keep up with shelving between sessions.
Harvard University Frances Loeb Library	Shelves are read completely once a year.
John Crerar Library	Closed stack lighting leaves something to be desired, but is adequate for normal housekeeping.
Indiana University	Biology -- Moved books to storage in neighboring building (actually mostly old serials runs). Circulation -- A "shelf list to shelf" reading program is being started 2nd semester 1975/76.

(FIGURE 4) Continued)

LIBRARY	SPECIAL PROCEDURES OR TECHNIQUES DEVELOPED TO ALLEVIATE OR COMPENSATE FOR THIS OBSTACLE
University of Iowa	Maps are available for most collections.
Iowa State University	Increased shelf-reading as resources permit. Library makes use of another building for storage of less-frequently used materials and will have to accelerate transfer of such materials to accommodate newly received materials in main library.
Johns Hopkins University	The building is only 10 years old and the stock crews have 7 FTE's - nothing extraordinary, but the situation is better than most.
Joint University Libraries	The stacks were relighted in the Summer of 1974.
University of Kansas	Sending more materials to storage. Beginning a proposal for new library facilities. Added stacks to halls and reading rooms.
University of Kentucky	Planning an intensive shelf-reading project and ongoing inventory program.
University of Maryland	Shifting materials from the main library to less crowded libraries.
University of Massachusetts	Even with a new building, shelving mistakes and need for shelf-reading exists. We have pinpointed responsibility for all maintenance of a specific floor with a limited group of staff, which has resulted in better quality maintenance.
Massachusetts Institute of Technology	Resource Sharing Library
University of Michigan	Older portions of the Graduate Library stacks are being renovated, new lighting, heating-ventilating, and air-conditioning systems added.
Michigan State University	Attempt to shelf-read areas receiving heaviest use frequently.
University of Minnesota	A highly skilled Library Assistant searches for books patrons cannot find on the shelves and for which there is no charge record.
National Agriculture Library	This is a usual problem for unbound materials. NAL is exercising closer supervision over particular areas.
National Library of Medicine	Inventory/gap-listing of collection; installation of compact shelving.
University of Nebraska	Plans for renovation of Love Library calls for improved lighting.
New York Public Library	No public access regular maintenance program in stacks.
New York State Library	Better training of staff; anticipate move to new location.
University of Notre Dame	Established a permanent inventory procedure.

FIGURE 4 (Continued)

LIBRARY	SPECIAL PROCEDURES OR TECHNIQUES DEVELOPED TO ALLEVIATE OR COMPENSATE FOR THIS OBSTACLE
Ohio State University	More systematic shelf-reading has been instituted. "Snap" system of automated circulation system helps to locate missing material. Current remodeling of Main Library will provide better lighting and more space in stacks.
Oklahoma State University	Greater attention paid to reshelving and shelf-reading during especially busy periods.
Princeton University	We do not take inventory at Firestone and there is little shelf-reading of the stacks. Users complain to the University Librarian about the condition of the stacks.
Southern Illinois University/ Carbondale	Mistakes in shelving and lack of student funds for shelving are our greatest problem.
Stanford University	No "special" approaches but an instant response to users' requests.
Temple University	Shelf reading project during summer, semester breaks, Christmas.
Texas A & M University	Shelving schedule changed to provide coverage to eliminate backlogs.
University of Texas/Austin	New building with open stacks will immensely improve facilities. Collection in present Main Library stack collection has been shifted and reorganized for easier usage.
University of Utah	Stack reading continues to be a priority for shelving staff.
Washington University/St. Louis	We have stepped up our shelf reading schedule.
University of Washington/Seattle	Since budget does not provide for shelf-reading, shelving staff is expected to check adjacent areas for errors while shelving. Problem areas are noted and receive special checking. This pertains to the main library.
Wayne State University	Closing some stack areas.
Yale University	The stacks are currently being rewired and new fixtures are being installed.

FIGURE 5

DEALING WITH OBSTACLES TO PHYSICAL ACCESS SERVICES

CREATED BY THE

DELAYS IN RE-SHELVING PROCESS

(Data Collected from SPEC User Services Survey Conducted in November, 1975)

Inexperienced student shelvers and the difficulty in coordinating shelving schedules with peak-use hours sometimes result in books not being on the shelf when needed by users.

LIBRARY	SPECIAL PROCEDURES OR TECHNIQUES DEVELOPED TO ALLEVIATE OR COMPENSATE FOR THIS OBSTACLE
University of Arizona	Increased budget for loan department.
University of British Columbia	Problem is more serious in Main Library than in branches.
University of California/ Berkeley	Loan periods have been changed to equalize workload throughout the year.
University of Colorado	Rapid turnaround of material. Staff is trained to do this expeditiously.
Cornell University	This semester, no overdue notices will be sent until exams are over. Time saved will be used to re-shelve books more frequently.
Dartmouth University	Staff searching of sorting shelves.
Duke University	Problem is short lived coming only at the end of each semester.
Harvard University Frances Loeb Library	One or two days at most elapse between fine book returned and shelved; re-shelving area accessible to public.
Harvard University Widener Library	Stack personnel have been divided into floor teams which seems to have helped.
Indiana University	Undergraduate -- This is a chronic problem in adjusting staff for peak hours; try to solve through effective management. Circulation -- hope to overcome this obstacle with hiring of "overall stacks supervisor" who will be responsible for efficient training of student shelvers and also scheduling them with the "library's needs" having top priority.

FIGURE 5 (Continued)

LIBRARY	SPECIAL PROCEDURES OR TECHNIQUES DEVELOPED TO ALLEVIATE OR COMPENSATE FOR THIS OBSTACLE
University of Iowa	We employ students to shelve and schedule them to fit peak-use periods. Materials are almost always shelved within 24 hours of discharge.
Iowa State University	Attempt to schedule student workers to cover critical times within budgetary restraints.
Johns Hopkins University	Our problem is in thousands of items used daily as library study carrels not checked out and inaccessible until all carrels are searched.
University of Kentucky	Simplified shelving procedure.
University of Maryland	Very flexible staffing of the stack service so as to allow for increased man-hours during peak periods of shelving.
University of Massachusetts	Reasonably well coordinated schedule of shelvers with demand at most times: a problem does exist at the end of the semester and during exams due to excessive use and reduced available student assistants.
Michigan State University	Unshelved books are kept in call number sequence on sorting shelves available to public.
National Agriculture Library	Materials are shelved the afternoon or morning following return. Shortages in staff may cause one day delay, but material is accessible in a staging area.
Northwestern University Library	Unsuccessful attempts to hire non-student shelvers.
Ohio State University	This is generally only a problem during the "quarter-end rush"; we strive for 24-hour reshelving.
Oklahoma State University	Greater attention paid to reshelving during especially busy periods.
Pennsylvania State University	Changed methods to ensure checking before final reshelving.
Southern Illinois University/ Carbondale	Try to get more money for student assistants so we can keep up with the shelving.
Stanford University	Returned publications are placed on sorting shelves for easier searching.
Texas A & M University	Reshelving crew now works Saturdays.
Tulane University	At peak times library staff is pressed into service.
University of Utah	Efficiency generally depends on quantity and quality of shelving staff.

FIGURE 5 (Continued)

LIBRARY	SPECIAL PROCEDURES OR TECHNIQUES DEVELOPED TO ALLEVIATE OR COMPENSATE FOR THIS OBSTACLE
Washington University/St. Louis	At one time, there was a very serious problem, however, it has been ameliorated through better supervision and training of shelvers.
University of Washington/Seattle	Consolidation of various functions under one administrative unit has increased flexibility somewhat, but workload seems to peak at the same time for all public service functions, so this has had a limited effect. This pertains to the main library.
University of Wisconsin	At problem periods in the year, the entire staff of the library is called upon.

FIGURE 6

DEALING WITH OBSTACLES TO PHYSICAL ACCESS SERVICES

CREATED BY THE

DELAYED SEARCHES FOR MISSING MATERIALS

(Data Collected from SPEC User Services Survey Conducted in November, 1975)

The large number of items "missing" at any particular time often delays provision of prompt, regular, and thorough search services for these materials when needed by users.

LIBRARY	SPECIAL PROCEDURES OR TECHNIQUES DEVELOPED TO ALLEVIATE OR COMPENSATE FOR THIS OBSTACLE
University of Arizona	Searches done daily for 1 week, weekly for 1 month, then listed as missing on daily circulation list until replaced or withdrawn.
University of British Columbia	The Library has installed security systems in 3 branches (Woodward Biomedical Library, Fine Arts Division, and Sedgewick Undergraduate Library). New loan policy introduced in January, 1976 designed to reduce staff time spent on overdues and increase time available for traces and checking on items requested by borrowers. So far, it appears to be working.
University of California/ Santa Barbara	Schedule for re-ordering of missing/lost volumes has been established; plan to install tattle tape.
Case Western Reserve University	Prompt regular searches. Grant money has enabled us to purchase replacement volumes.
Duke University	None, except to provide quick searching and reporting service.
Florida State University	We have a searching routine established which works very well.
Georgetown University	Computer alerts for requested items coupled with necessary reorder of missing items.
Harvard University/ Baker Library	Tightened search procedures.
Harvard University/ Frances Loeb Library	Daily searches; user fills out request at circulation desk and picks up answer in 24 hours. (80% of searches are successful).

FIGURE 6 (Continued)

LIBRARY	SPECIAL PROCEDURES OR TECHNIQUES DEVELOPED TO ALLEVIATE OR COMPENSATE FOR THIS OBSTACLE
Harvard University/ Widener	A new efficient tracing staff working full time.
Indiana University Library	Music -- Revised and streamlined procedures, but have some difficulties in coordination with Main Library. Government Publications -- No obstacle. Our search service within the department and on this floor is rapid and is done by knowledgeable people who know what they're looking for. I think it works well. We also move fast to replace if possible or refer patrons to alternate sources--CRL or State Library. Searches are referred to the full time clerical staff person responsible, who follows up and reports to the librarian within the week. If the item is at all recent, we try to replace immediately because documents go out of print fast.
University of Iowa	If a reader notifies a staff member of an unfound item, a search procedure is initiated within 24 hours.
Iowa State University	Library uses one half-time employee for searches, who concentrates initially each day on new searches and then goes back to older searches as time permits. When books are definitely identified as "missing" after repeated searches, an entry is placed in the automated circulation print-out. It remains there until found or until processing for withdrawal is started.
John Crerar Library	Items reported missing are searched at regular and successive intervals until found -- or declared permanently lost. In the latter case, replacements are required or materials declared as withdrawn from collections.
Johns Hopkins University	An active replacements committee has handled an aspect of the problem. Consistent shelf-reading is often not possible due to reshelving demands.
Joint University Libraries	A thorough, four-step search procedure has been developed which has proven to be fairly effective.
Louisiana State University	Missing books are traced regularly.
University of Maryland	Our automated circulation service identifies items reported as missing. This in turn generates a reording process.
University of Massachusetts	Impressment of staff from departments outside of Public Services to assist in shelving at peak times during the semester.
University of Michigan	Special problems have been generated by the renovation of some stack areas but should be greatly reduced by the completion of the project in the next six months.

FIGURE 6 (Continued)

LIBRARY	SPECIAL PROCEDURES OR TECHNIQUES DEVELOPED TO ALLEVIATE OR COMPENSATE FOR THIS OBSTACLE
Michigan State University	Hope to develop "instant search" capability.
National Agricultural Library	The procedure involves a routine research for publications in areas where they may travel, i.e. xerox, bindery, charge, shelving staging area.
National Library of Medicine	We are developing more thorough maintenance and training procedures.
New York Public Library	Items thoroughly searched and readers notified before items are reported as missing.
New York State Library	More systematic search and report procedures.
Ohio State University	"Snag" system of automated circulation system helps to locate misplaced material. 2 1/2 support positions devote all time to locating snagged (misplaced) items.
University of Pennsylvania	Currently reviewing procedures to change system programming.
Pennsylvania State University	Is placing more burden on interlibrary loan.
Smithsonian Institution Libraries	We borrow from the National Libraries (NAL, NLM) and LC.
Stanford University	Developing faster search and follow-up measures.
Temple University	Compare "locate" statistics with circulation statistics. Installation of tattle tapes; spot inventories on request.
Texas A & M University	"Locate cards" filed by patrons trigger searches, eventual consideration for replacement ordering.
University of Texas/Austin	Have unsuccessfully requested additional staff in our budget.
Tulane University	Frequent searches (weekly and even more frequent) carried out; with replacements ordered after 5 month search cycle.
University of Utah	The person in charge of searches is experienced and pretty effective in this area.
Washington University Libraries/ St. Louis	Have set up uniform and scheduled procedures for searching, replacement, and withdrawal.
University of Washington/Seattle	There is a prompt response to searches. A thorough search is conducted within 5 days, then a second search follows in 1 month. However, this is little help for those patrons who are searching for materials which are actually missing or stolen. This pertains to the main library.
University of Wisconsin	Daily search made for materials reported lost on the previous day.

FIGURE 7

DEALING WITH OBSTACLES TO PHYSICAL ACCESS SERVICES

CREATED BY THE

MATERIALS AT THE BINDERY

(Data Collected from SPEC User Services Survey Conducted in November, 1975)

To preserve library materials in a formalized, scheduled manner, libraries must send portions of their collections to the bindery, making them unavailable to users for extended periods.

LIBRARY	SPECIAL PROCEDURES OR TECHNIQUES DEVELOPED TO ALLEVIATE OR COMPENSATE FOR THIS OBSTACLE
University of Arizona	Materials in the bindery are listed on the daily circulation list and material can be rushed if an urgent need is demonstrated.
Arizona State University	Local binder is used which decreases time required. Material at the bindery appears on printout.
University of British Columbia	Circulation record reflects items in binding process, and some stages of process allow retrieval on request. Problem of materials being unavailable at the bindery remains a problem. Studies of the availability of life science journals have led to policy of delaying binding in the Woodward Library until heavily used materials are 2 years old.
University of California/ Berkeley	The Library has a "rush" procedure for urgently needed materials wherein the material gets bound within a one-week period. Binding procedures have been changed during the past year to diminish the time between preparation of material for binding and its receipt from the bindery. Alternative binders are being explored.
University of California/ San Diego	Materials sent to the bindery are charged out, so there is a record of where they are. Materials are generally returned from the bindery in one month or less.
Case Western Reserve University	Regular, frequent bindery schedule has been established. If duplicate copies of a title are bound, care is taken not to send the same copies for binding at the same time. Procedure has been established to bind incomplete volumes. Automated bindery system generates an "at bindery" print-out which is distributed to key locations and readily advises users as to which volumes are in process.
Florida State University	Materials must be bound--there is no solution other than to provide duplicate copies which we cannot afford at this time.
Harvard University/ Fine Arts Library	In bindery file, choice of nearby local binderies and the possibility of recalling in process at any stage from the bindery help to alleviate this problem.
Harvard University/ Frances Loeb Library	Books can be rushed through bindery if requested.
Harvard University/ Widener Library	The printout from circulation carries these items.

FIGURE 7 (Continued)

LIBRARY	SPECIAL PROCEDURES OR TECHNIQUES DEVELOPED TO ALLEVIATE OR COMPENSATE FOR THIS OBSTACLE
Indiana University	Circulation -- Fairly serious. We do notify patrons when material is returned from the bindery. Serials -- (Bindery preparation is part of this department). No obstacle except for East European serials which is "fairly serious." Uncataloged serials (except East European) are accessible, except for three week periods when they are at an out-of-town bindery. In an emergency situation, the material can be recalled from the professional binder. Chemistry -- Serious obstacle. The only alternative is to send the library patron through the Interlibrary Loan Office. Music -- serious obstacle. Patrons invariably need periodicals sent to be bound. Slight conflict between Main Library staff for a steady flow of material and the patron's desire to have all materials present during academic weeks. Government Publications -- It obviously is an obstacle (fairly serious), but since Docs. binding records are handled in the Dept., the material is actually gone from here only three weeks.
University of Iowa	Our binder gives us 3 weeks service and there is virtually no binding backlog. We also buy several "binding subscriptions" in addition to regular subscriptions.
Iowa State University	Primarily in binding of periodicals and/or other materials received unbound or which come in paper-back. Materials at bindery can be identified from Library records (card file for serials and circulation print-out entry for monographs).
John Crerar Library	There will always be some requests for materials in bindery. We try to minimize by not binding until period of heavy use is over - i.e., until at least a year after publication. Titles held in multiple copy are bound successively so one copy is always available. Lack of funds to keep up with binding have alleviated this general problem -- but contributed to a housekeeping problem.
Johns Hopkins University	Has been a problem with journals particularly but we are hopeful that a new Bindery chief who recognizes this problem will be able to implement changes to alleviate the situation.
University of Kansas	Trying to get a new binder. Attempting to replace binding with microforms in some areas.
Louisiana State University	If materials in the Preparations Department are needed either before or after leaving the Library for the bindery, they can be retrieved for the user. Some heavily used items are given special treatment. We receive fairly prompt service from the bindery, which helps to minimize this problem.
University of Maryland	We have tried in three ways to minimize this problem: (a) Items at the bindery are so noted in the circulation print-out, i.e., the status of a title is ascertainable in one search; (b) We sometimes wait until after a period of anticipated heavy use before binding an item which theoretically would have been bound sooner; for example, we might wait until summer school is over before binding a periodical volume which was ready for binding in July; (c) We stagger binding schedules of titles duplicated within the system.

FIGURE 7 (Continued)

LIBRARY	SPECIAL PROCEDURES OR TECHNIQUES DEVELOPED TO ALLEVIATE OR COMPENSATE FOR THIS OBSTACLE
University of Massachusetts	Cooperation among consortia members in making serial materials available to all levels of users.
Michigan State University	Materials at bindery are included in circulation listings available to the public and so can be reserved. Also, bindery turnaround time has been reduced steadily over the years.
University of Minnesota	We can have material rushed at the bindery if necessary; also, we let patrons use material that is being processed for the bindery; also, "bindery" is an acceptable reason for requesting a book through the MINITEX network.
National Agricultural Library	Heavily used serials are received in multiple copies which are not sent to the bindery simultaneously.
National Library of Medicine	Duplicate issues of most frequently used titles are available on shelf until bound volume is returned from Bindery.
New York Public Library	Attempt made to coordinate bindery shipments so that issue will be available somewhere in NYPL system.
Ohio State University	In-house binding: record is kept of location of material (Bindery charges are recorded on the LCS file). Material sent to commercial binder presents some obstacle -- it is away from library at binders for 4-6 weeks.
University of Pennsylvania	Materials are indicated on circulation print-out.
Princeton University	This problem is minor here because: (1) we rebind a significant portion of material in-house and can recall it in-process; (2) our commercial binder has automated records which make it easy to determine when the item is expected back; (3) the science and technology libraries have a staggered binding program so that duplicate sets of journals held in different libraries are sent out for binding in timed sequence to insure user access; (4) can readily borrow from Rutgers if needed.
Purdue University	Added copies, three week binding turnaround, deferral of sending recent issues ease this problem.
Smithsonian Institution Libraries	Records for materials at the bindery are filed in the circulation file.
Southern Illinois University/ Carbondale	By our keeping records in each division patrons can easily find that something is at the bindery. Our bindery turnaround is quite good.
Stanford University	A change in binderies during 1975 has resulted in faster service. We rely on UPS "Blue Label" service for "Rush" requests.
Temple University	Monthly print-out sent to Binding Unit of items still charged to it (30 day charge). Approximately 100 - 200 general collection books (monographs) at any one time. Time lag approximately one week. Periodicals approximately 150+ per week out at any one time.

FIGURE 7 (Continued)

LIBRARY	SPECIAL PROCEDURES OR TECHNIQUES DEVELOPED TO ALLEVIATE OR COMPENSATE FOR THIS OBSTACLE
Texas A & M University	Certain materials receive priority treatment. Service desks keep bindery data and can recall item still in building or just returned from bindery shipment.
University of Texas/Austin	Reorganization of binding operations has expedited work flow and substantially improved turnaround time.
University of Utah	Materials are at the bindery when fairly recent materials are in demand, our binding time is generally 4-6 weeks off the shelf.
Washington University Libraries/ St. Louis	Worked with our binder to reduce binding time from 4 weeks to 3 weeks. Binder picks up and delivers every week instead of previously scheduled two week period. However, still difficult to retrieve titles when housed in Library's Binding Division. Material checked out to Binder is so coded on our circulation print-out.
University of Washington/Seattle	In some instances where the Libraries have two copies of a periodical, an effort is made not to have both copies at the bindery at the same time.
Yale University	Special file kept of items at the bindery.